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| Care Coordinators must now use **Propio One** (formerly United Language Group) when needing to utilize on-demand, over-the-phone interpreters. Do not use any previous providers or access codes (ie. TransPerfect).  **Over-the-Phone Interpreter provider**   * Access to both audio & video for both spoken languages and American Sign Language (ASL). * Care Coordinator will launch Propio ONE app by using: <https://one.propio-ls.com/> * Log in Enter User Code: **zGYRyM** * Click LOG IN and follow prompts. Refer to these linked instructions: |