



# MARYLAND Department of Health

***MDH is committed to ensuring language access.  
To provide language access, contact the vendors below.***

## INTERPRETATION & TRANSLATION SERVICE PROVIDERS

For **TELEPHONIC SERVICES**, contact LanguageLine Solutions, Inc.  
1 Lower Ragsdale Drive, Building 2 | Monterey, California 93940 | Contract Effective: 3/1/2019 – 2/29/2024

All MDH entities have been assigned **LanguageLine Solutions client ID numbers** to arrange telephonic interpretation services. To request your entity client ID number, please contact your agency Limited English Proficiency (LEP) Liaison or the MDH Office of Equal Opportunity Programs, Equal Access Compliance Unit at (410) 767-6600. Registration takes 3-5 business days.

- REGISTERED CUSTOMERS:** (Have your client ID # ready)
- Telephonic Services Line: 1-866-874-3972
  - Billing Payment website: <https://www.languageline.com/bill-pay>
  - Billing Inquiries website: <https://www.languageline.com/client-services/manage-billing>
  - Billing Inquiries: 1-800-752-6096, option 1

For **WRITTEN DOCUMENT TRANSLATION**, contact Ad Astra, Inc.  
8701 Georgia Avenue, Suite 800 | Silver Spring, MD 20910 | Contract Effective: 3/1/2019 – 2/29/2024

All MDH entities must first submit a new client form to receive **Ad Astra translation account numbers** to arrange translation services. You may submit request and submit the form via email to [translation@ad-astrainc.com](mailto:translation@ad-astrainc.com)

- REGISTERED CUSTOMERS:** (Have your Account # ready)
- Customer Service: 301-408-4242 (press option 4)
  - Request a quote by email: [translation@ad-astrainc.com](mailto:translation@ad-astrainc.com)
  - Request a quote online: <http://www.adastra.plunet.com/index.jsp>
  - Billing Inquiries: Contact Habibatou Diagne at [abby@ad-astrainc.com](mailto:abby@ad-astrainc.com)

For **ON-SITE INTERPRETATIONS**, contact Ad Astra, Inc.  
8701 Georgia Avenue, Suite 800 | Silver Spring, MD 20910 | Contract Effective: 3/1/2019 – 2/29/2024

All MDH entities have been assigned **Ad Astra on-site account numbers** to arrange on-site interpretation services. To request your entity account number, please contact your agency Limited English Proficiency (LEP) Liaison or the MDH Office of Equal Opportunity Programs, Equal Access Compliance Unit at (410) 767-6600. Registration takes 3-5 business days.

- REGISTERED CUSTOMERS:** (Have your Account # ready)
- Interpreter Request Line: 301-408-4242 (press option 2)
  - Interpreter Request by Email: [interpreting@ad-astrainc.com](mailto:interpreting@ad-astrainc.com)
  - Billing Inquiries: 301-408-4242 (ext. 113 or ext. 115)
  - Billing Inquiries Email: [billing@ad-astrainc.com](mailto:billing@ad-astrainc.com)

Questions & concerns may be directed to the MDH, Office of Equal Opportunity Programs (OEOP),  
**EQUAL ACCESS COMPLIANCE UNIT** | [www.health.maryland.gov/oeop](http://www.health.maryland.gov/oeop) | (410) 767-6600  
Deaf and Hard of Hearing Use Relay

Delinda Johnson-Blake

[Delinda.Blake@maryland.gov](mailto:Delinda.Blake@maryland.gov)

(410) 767-5184