

An Affordable-Care-Act-Compliant Health Insurance Provider

Prepped with Translated Documents

Benefits and coverage summaries are presented using language that is linguistically and culturally appropriate.

Prepared to Communicate Effectively

Patient communication is given in "plain language," meaning that it's easily understood by the intended audience, including individuals with limited English proficiency.

Recognized for Quality Support

Qualified interpreters are used to communicate with limited-English speakers, providing them with comfort and confidence when seeking coverage.

Positioned to Serve Diverse Populations

Nondiscrimination notices and translated taglines indicating the availability of language services are posted in prominent locations.

Equipped with On-Demand Support

Interpreting services are provided to limited-English speakers -- and anyone "eligible to be served" or "likely to be encountered" -- in a timely manner and at no cost to the individual.

Rewarded for Improved Outcomes

Greater reimbursements are available for actions that improve the quality of care, such as accessibility of quality language support.

Supplied with Language Support Resources

Oral interpretation and written translation services are offered to Limited English Proficient individuals and auxiliary aids and services are provided to individuals with disabilities.

Language Toolkit

■ In compliance with Section 1001 of the ACA

● In compliance with Section 1557 of the ACA

◆ In compliance with Section 1311 of the ACA