Section 1557 Requirements Made Simple

Section 1557, the nondiscrimination provision of the Affordable Care Act, requires covered entities, including Medicare/Medicaid participating hospitals, pharmacies, and health plans, to adhere to specific interpretation and translation requirements to meet quality standards ensuring meaningful access to care for Limited English Proficient and Deaf and Hard-of-Hearing populations. Entities are encouraged to develop a Language Access Plan. Non-compliance can include suspension or termination of federal funding, and individuals can sue in federal court and can receive damages. LanguageLine provides a full suite of solutions to support compliance.

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<thead>
<tr>
<th>Section 1557 Requirement</th>
<th>LanguageLine Solution</th>
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| Organizations must **utilize qualified interpreters** and translators and bans the use of non-qualified persons as medical interpreters such as:  
  - bilingual staff without formal training  
  - minor children  
  - adult family members and friends except in very limited circumstances as described in Section 1557 | **LanguageLine Solutions** provides:  
  - Access to the most qualified linguists in the industry.  
  - Our interpreters must pass demanding third-party validated tests and background checks to earn the right to interpret for us and you.  

**LanguageLine® Testing and Training** provides:  
  - Fluency testing and documentation of your staff and candidates-for-hire to ensure qualification standards.  
  - Language Proficiency Test/eLPT  
  - Bilingual Fluency Assessment/eBFA  
  - Bilingual Fluency Assessment for Clinicians/eBFAC  
  - Interpreter Skills Test/eIST (includes fluency)                                                                                                                                 |
| Prohibits using **low-quality** video remote interpreting services.  
Requires effective communication for individuals with disabilities, including patients and their companions, utilizing auxiliary aids and service, such as **qualified sign language interpreters.** | **LanguageLine® InSight Video Interpreting** provides:  
  - The highest quality video services and qualified interpreters.  
  - 35 top languages including American Sign Language  
  - One touch access, on-demand service  

**LanguageLine® OnSite Interpreting** facilitates:  
  - Efficient and accurate communication at your location in complex, critical, and sensitive situations.  
  - American Sign Language and 95+ spoken languages.                                                                                                         |
| **Post taglines** in at least the top 15 languages, by state.  
**Post Notices of Nondiscrimination.**  
Requires effective communication for individuals with disabilities, including patients and their companions, utilizing auxiliary aids and service, such as **large print materials.**  
Take reasonable steps to **provide meaningful access** to individuals outside of those who actually walk into or contact the entity. | **LanguageLine® Translation** provides:  
  - Qualified and experienced translators and localization engineers.  
  - Translation and formatting of tagline signage  
  - Translation and formatting of large print materials  
  - Translation and localization of electronic information and websites  

**LanguageLine® Direct Response** provides:  
  - Call flows in-language in your top 15 languages  
  - Incoming calls with an interpreter already on the line                                                                                                                                 |
| **Keep records** and submit compliance reports to HHS Office of Civil Rights. | **The Online MyLanguageLine Portal** provides:  
  - Detailed reporting and analysis resources.  

**Compliance support** includes:  
  - Attestations of interpreter quality.                                                                                                                                 |

To learn more about Section 1557, please visit the HHS website at: [http://www.hhs.gov/civil-rights/for-individuals/section-1557/](http://www.hhs.gov/civil-rights/for-individuals/section-1557/)

**FOR MORE INFORMATION** please contact your Account Executive or  
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