

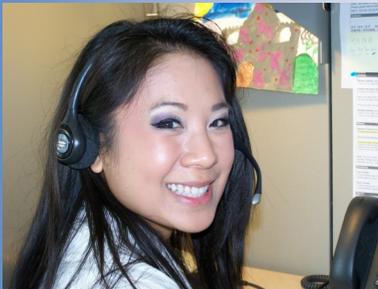
SOLUTIONS FOR MEETING THE REQUIREMENTS OF THE FINAL RULE ON SECTION 1557

YOUR CHALLENGE:

The Affordable Care Act (ACA) requires all healthcare organizations to “take reasonable steps to provide meaningful access to each individual with limited English proficiency eligible to be served or likely to be encountered in its health programs and activities.” Failure to provide that “meaningful access,” especially when the situation involves Federal funding, can result in stiff fines.

THE REQUIREMENTS: Your organization must be able to prove that persons who have limited English proficiency, or who are deaf, are provided the services of an interpreter, and should have all key documentation in their native language. Using untrained, multilingual staff members is not acceptable if those individuals are not qualified, tested interpreters.

A patient’s minor children may not act as interpreters, and the same prohibition covers adult family and friends who have not been tested, except in emergencies.



FOR NON-ENGLISH SPEAKERS & FAMILY MEMBERS: We offer this simple plan

for **\$20/month:**

You have a total of 25 minutes of **telephonic interpreting** each month, choosing from more than 200 spoken languages; if you need to use more, you’ll pay at \$1.35/minute. These rates are guaranteed for the 12-month non-cancellable plan.



In
association
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Kansas-based Language Service Company

FOR DEAF PATIENTS AND FAMILY: If you do not have qualified American Sign Language interpreters readily available, here’s a straightforward, affordable package:

for **\$50/month.**

You will have access to **Video Remote Interpreting** with qualified sign language interpreters for up to 25 minutes; if more than 25 minutes is needed within the month, the additional time would be billed at \$2.05/minute.



For document translation, your investment would be \$0.15/word for Spanish, \$0.25/word for common non-Spanish languages, and \$0.32/word for rare languages. A list of the common and rare languages is available upon request.

To put these plans into motion, contact Propio Language Services at: salesinfo@propio-ls.com, or call toll-free at **888.528.6692**.

BONUS!

For each 12-month non-cancellable package plan purchased, you will receive a file with the required taglines and non-discrimination statements for the top 15 languages in your state, which may be posted in your building and on your website. You will also receive a reproducible “Point To Your Language” poster which lists 62 languages in the native language to help your staff identify a non-English speaker’s language.

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