

health plan language and accessibility compliance

For more than two decades, CQ fluency has been a trusted source of expertise for the CMS and over 65 health plans. Our team has a deep understanding of the challenges that health plans face, and we leverage our Cultural Intelligence (CQ) to convey meaning and feeling, and connect hearts and minds.

✓
24+ years

managing multilingual health plan compliance

✓
65+ health plans

including 6 of the top 10 in the U.S.

✓
200+

languages

multilingual Medicare Advantage health plan compliance & support

✓ **claims, appeals & grievances**

- proprietary and compliant workflows to translate documentation
- robust security solutions to keep PHI secure

✓ **AEP: enrollment & renewals**

- exclusive vendor to the CMS for Medicare Part C & D model documents
- leveraging industry translation memories for rapid AEP translations

✓ **accessibility, alternate formats & 508 compliance / WCAG**

- develop an accessibility plan for compliance with Section 508 and WCAG
- remediation for all formats to ensure identical end-user experience
- braille, large print documents and audio recordings

CQautopilot
fully compliant translations
including variable data,
such as clinical rationale

**in 4
hours or
less**

✓ **multicultural marketing support**

- cultural insights that drive strategy for multicultural health equity
- expert copywriters and linguists leveraged for cultural nuances
- development of targeted multicultural campaigns

✓ **call center monitoring**

- CSR training for identifying beneficiaries' language
- interpreters familiar with healthcare terminology and benefit concepts

regulatory & compliance expertise

As the #1 translation supplier for Medicare Advantage plans, the team at CQ fluency has a front-row seat on how organizations prepare to meet federal/local requirements and expedited timelines for:

✓ **CMS Final Rule**

RIN 0938-AU96 - strengthening translation and accessible format requirements (as of 1/1/2024)

✓ **CMS Medicare Marketing Guidelines**

✓ **CA DHCS All Plan Letter 21-011 for Medi-Cal**

managed care health plans - fully translating NOAs/NARs, including the clinical rationale

Could you or your team benefit from a language compliance expert?



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