

LanguageExpress™ & LanguageNow™

Customized Translation Workflows for CMS
Final Rule and Real-Time Language Support

BIG
LANGUAGE SOLUTIONS



Same-Day Critical Communications & Instant Translation Support, in Any Language

On January 1, 2024, **CMS Final Rule** was enacted and healthcare organizations are now required to improve member communication processes to **Limited English Proficient (LEP)** members. As a result, more documents require translation into a greater variety of languages and formats than ever before.

BIG Language Solutions' **LanguageExpress™** and **LanguageNow™** deliver fast, compliant, member-ready communications and secure, real-time translation solutions—on your schedule.

Our Capabilities

LanguageExpress™



Same Day Translations

24x7x365 availability, for high-volume critical communication translations in **300+ languages**.



ADA & Alternate Formats

Large print, braille, or audio, all your accessibility requirements are covered, helping to keep you compliant.



Direct-to-Member Fulfillment

Our end-to-end service goes from composition to translation, then print to send, direct to your members.



Secure, Custom Workflows

We'll work with you to integrate seamlessly into your systems and processes, saving you time, hassle and money.

LanguageNow™

New



Instant raw machine translation for internal & external communications.



40+ language pairs supported with customizable neural machine translation (NMT) engines.



Secure portal with no data retention or reuse.



Direct integration available for your CRM, helpdesk, or communication platforms.



Ideal for **auto-translating emails, chats, or high-volume inbound content**.

Instant, Secure Machine Translation at the Speed of Now.

1 Content Development

Use **LanguageNow™**

- Real-time translation during content creation
- Ensures brand consistency and clarity from the start
- Supports collaborative drafting in multiple languages

2 Content Finalization

Internal reviews, legal checks, and approvals

- Monolingual or bilingual review
- No need to start over—LanguageNow™ assets carry forward

3 Final Translation & Formatting

Use **LanguageExpress™**

- High-quality translations delivered fast
- Full formatting to match original files
- Ready for publication or distribution

4 Delivery Across Channels

Multilingual content deployed

- Web, print, digital, and more
- Consistent messaging across markets
- Reduced turnaround and total cost

A leading healthcare organization is leveraging

BIG Language Solutions

to...

✓ Comply with **CMS Final Rule** regulations

✓ Deliver print-ready, **multilingual PDF** files

✓ Under **6-Hour** Turnaround Time

✓ Translate, print, & mail over **15,000** critical communications a month

✓ **Manage all language combinations**, prioritizing member-specific critical communications

✓ In their first month, they realized: **75% Cost Reduction**

"You are a wonderful supplier, and we greatly value our relationship. There are always new demands from our own company or regulators that require us to seek new and innovative solutions. We will continue to work with you to help us solve for these challenges."

Senior Director, Leading Healthcare Organization



Trust Every Word™

BIG Language Solutions is how even the most complex organizations can finally trust every word of their interpretations and translations. That's because you know the work will get done by experts in your industry, exactly when and how you need it.

Contact us

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biglanguage.com