

Language access that powers every stage of the member journey



Customized, end-to-end language solutions to support your members at every touchpoint.

Member Acquisition

- ✓ Sales & Marketing Materials
- ✓ Product Brochures
- ✓ Enrollment Applications
- ✓ Portals & Mobile Apps
- ✓ SEO

Onboarding

- ✓ Welcome Guides
- ✓ Letters
- ✓ Rx Formularies
- ✓ Directories
- ✓ Plan Benefit Information
- ✓ Certificate of Coverage

Services & Support

Call Center & Digital

- ✓ Self-Service IVR
- ✓ Live & on-Demand Network of Linguists
- ✓ Member/Provider Interactions
- ✓ Portals & Mobile Apps

Transactional Fulfillment

- ✓ Explanation of Benefits
- ✓ Appeals & Grievances
- ✓ Prior Authorization
- ✓ Claims/Clinical Letters
- ✓ Summary of Benefits & Coverage

Retention + Growth

- ✓ Renewal Guides
- ✓ ANOCs
- ✓ Add-On Brochures

What you can expect



Reliability

Secure and consistently available with 99.999% uptime.

Supported by Six-Sigma level content quality standards.



Accuracy

High linguistic precision, ensuring error-free & culturally appropriate language support.



Quality Experience

Best in class member experience, reflected in our Healthcare NPS Score of 67.



Timeliness

Fast turnaround times that meet critical deadlines and service level expectations.



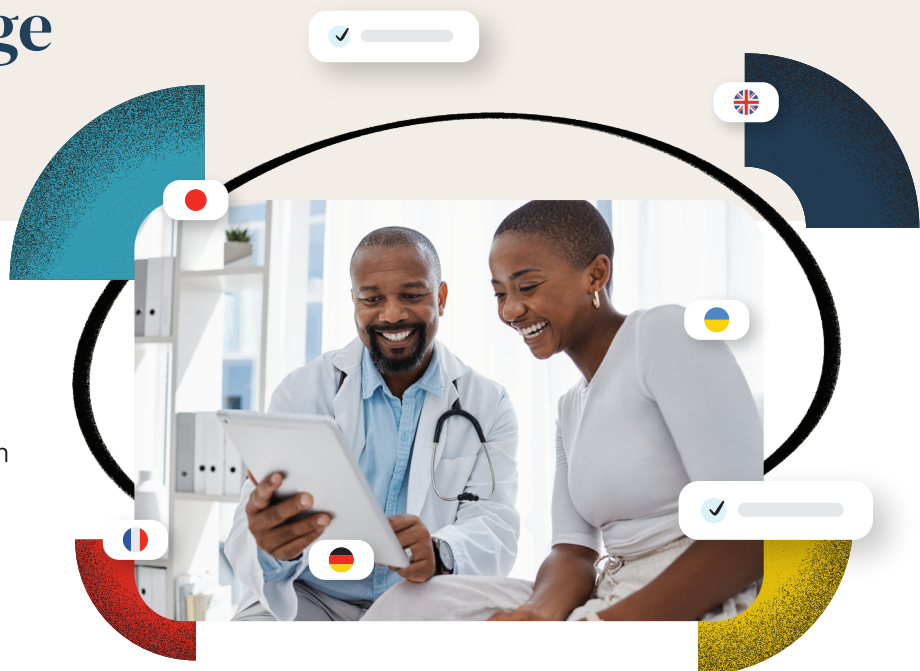
Cost Efficiency

Achieve upwards of 50% cost reduction per member, per year.

Customized Language Access Since 1982

BIG Language Solutions is Your Complete Partner for Language Access Solutions.

We help you grow, service, and retain members with **limited English proficiency (LEP)**, as well as those with visual or hearing disabilities, through tailored language access solutions.



Benefits

of Working with
BIG Language
Solutions

40+
Years

Experience supporting
healthcare and other
regulated industries.

7,500+
Certified interpreters

Versed in over **300 unique
languages & dialects.**

5,000+
Clients globally

15 Fortune 100 Companies
1 Fortune 5 Leader

✓ Tens of Millions of **translated/alternate formatted documents** produced.

✓ A leader in the industry when it comes to creating **custom solutions & leveraging AI** to create unparalleled experiences for our clients.

"BIG Language Solutions is our trusted partner in this space who ensures that our non-English speaking members and those with visual or hearing impairments receive the same exceptional consumer experience as all of our other members."

Senior Vice President, Fortune 5 Client



HITRUST
CSF Certified



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