

Smarter AEP Translation Support

Built for the Speed, Volume, and Complexity of Annual Enrollment Period

BIG
LANGUAGE SOLUTIONS



BIG Language Solutions helps health plans manage the surge in translation needs that comes with the **Annual Enrollment Period (AEP)**. By combining experienced human linguists with advanced AI and machine learning translation capabilities, BIG helps teams move faster without sacrificing accuracy, linguistic quality, compliance, or consistency. As CMS requirements evolve and operational timelines grow tighter, health plans benefit from a one-stop shop for **translation, alternate formats (large print, braille, audio CD, data CD), print, and fulfillment**.



Built for Healthcare

Our experienced linguists understand the terminology, nuance, and regulatory demands behind member communications during AEP.



Scalable for Volume Spikes

BIG brings years of experience supporting complex AEP translation programs, backed by internal teams who understand the process, pressures, and regulatory demands. Because we retain that expertise year over year, we help customers maintain consistent quality and more seamless workflows even when volume spikes, and timelines compress.



Smarter Translation Delivery

By combining human expertise with advanced AI and machine learning translation capabilities, we help health plans improve speed, reduce manual bottlenecks, and maintain quality at scale.

Key Capabilities



High-Volume AEP Translation

Support for handbooks, enrollment kits, notices, letters, and other critical member communications.



Alternate Format Support

Large print, braille, audio, and other accessible formats built into the workflow from the start.



Version Control and Workflow Support

A more structured process for managing edits, approvals, and delivery across languages and formats.



Print and Fulfillment Support

A more streamlined path from finalized content to production and distribution, helping teams save time and meet tight AEP deadlines.



Overflow Capacity Planning

Backup support and scalable production models to help health plans stay on track during peak demand.



Technology-Enabled Efficiency

With LanguageExpress™, BIG can centralize project visibility, improve tracking, and streamline translation, alternate format, print, and fulfillment workflows from intake through delivery.

How BIG Supports AEP

1 Organize content early
Gather documents, updates, and requirements into a more controlled workflow.

2 Apply the right translation model
Use healthcare linguists and AI-enabled translation capabilities based on content type, volume, and timeline.

3 Plan alternate formats from the start
Build large print, braille, audio, and other accessible requirements into production planning early.

4 Deliver with visibility and control
Maintain stronger status tracking, coordinated production, and streamlined print and fulfillment support under deadline pressure.

Benefits at a Glance

- ✓ **Speed**
Built for compressed timelines and fast-moving updates
- ✓ **Scalability**
Supports content surges during peak enrollment periods
- ✓ **Quality**
Combines human expertise with smart, efficient workflows
- ✓ **Compliance Support**
Helps reduce risk through stronger process control and consistency
- ✓ **Operational Relief**
Less manual rework, fewer bottlenecks, and better coordination across teams

A better AEP process starts here. Let's talk.



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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