

# Final Section 1557 Requirements Made Simple

## Section 1557 Requirement for Covered Entities

**Provide meaningful access** to each individual with limited English proficiency (LEP), including companions with LEP. Language services must be free, accurate, and timely.

Reasonable modifications for individuals with disabilities using appropriate auxiliary aids and services, including qualified interpreters for the Deaf and Hard of Hearing.

### **Utilize qualified interpreters and translators.**

Covered entities cannot rely on staff other than qualified interpreters, qualified translators, or qualified bilingual/multilingual staff to communicate with individuals with limited English proficiency.

**Prohibit discrimination** in delivery of services through **telehealth**, and must ensure services are accessible to individuals with **disabilities and individuals with limited English proficiency**.

**Prohibit using low-quality** audio and video interpreting services.

**Qualified Human Translator** to review **machine translation** if an entity uses machine translation when accuracy is essential.

**Provide notices of nondiscrimination annually, upon request, and in prominent physical locations.**

**Provide notices of availability of language assistance services and auxiliary aids and services annually, upon request, on website, and prominent physical locations, no smaller than 20 font and in alternate formats.**

**Develop policies, procedures, and staff training** related to language access and designate a Section 1557 coordinator.

## How LanguageLine Can Help

### **LanguageLine® OnDemand Interpreting<sup>SM</sup> provides:**

Access to reliable, fast, accurate and fully scalable interpretation across 240 languages, 24/7/365. 20,000+ LanguageLine Certified Interpreters are connected on average in under 20 seconds.

### **LanguageLine® Onsite Interpreting<sup>SM</sup> provides:**

Access to 10,000+ interpreters in close to 150 languages including American Sign Language.

**LanguageLine® Testing and Training<sup>SM</sup> provides:** Language proficiency testing and training services to ensure your bilingual staff and interpreters have the skills they need.

**LanguageLine® Certified Interpreters<sup>SM</sup>** must pass stringent testing requirements and are subject to ongoing quality observation. **LanguageLine Translators** must meet ISO 17100 standards, pass a linguistic competency evaluation, ideally be native speakers, hold a recognized translation degree or equivalent qualification.

**LanguageLine® Telehealth<sup>SM</sup> provides:** Access to an On-Demand LanguageLine Certified Interpreter within many popular telehealth/virtual meeting platforms.

**LanguageLine® App provides:** High quality, secure connection to LanguageLine Certified Interpreters via audio in 240+ languages and video in 40+ languages, including American Sign Language.

**LanguageLine® Machine Translation Post-Editing (MPTE) provides:** The ability to incorporate a qualified human to conduct post-editing according to our client's needs.

**LanguageLine® Translation<sup>SM</sup> provides:** Translation of non-discrimination notices, signage, accessible materials and localization of electronic information and websites.

**LanguageLine provides:** Complimentary PDF of the 'Interpreting Services Available' poster in the top 15 languages spoken in each state, and 'Interpreting Services Available' tools in the top languages spoken in the U.S.

**LanguageLine provides:** Complimentary client support to train staff on language access policies and procedures, and consultative implementation services to ensure best practices, support materials, equipment and reporting needs.

**Questions?** Contact your Account Executive or Customer Care at 1-800-752-6096 / [CustomerCare@LanguageLine.com](mailto:CustomerCare@LanguageLine.com) / [LanguageLine.com](http://LanguageLine.com)

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