Final Section 1557 Requirements Made Simple

Section 1557 of the Affordable Care Act prohibits discrimination on the basis of race, color, national origin, sex, age, or disability. LanguageLine provides a full suite of solutions to support compliance.

Section 1557 Requirement for Covered Entities	How LanguageLine Can Help
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.	**LanguageLine® OnDemand Interpreting℠ 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. Improve compliance by launching an interpretation session from within your EHR system.
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.	**LanguageLine® Certified Interpreters℠** must pass stringent testing requirements and are subject to ongoing quality observation. Translators must meet ISO 17100 standards, pass a linguistic competency evaluation, ideally be native speakers, hold a recognized translation degree or equivalent qualification. **LanguageLine® Testing and Training℠** provides language proficiency testing and training services to ensure your bilingual staff and interpeters have the skills they need.
Prohibit discrimination in delivery of services through **telehealth,** and must ensure services are accessible to individuals with **disabilities and individuals with limited English proficiency.**	**LanguageLine® Telehealth℠ provides:** Access to a LanguageLine Certified Interpreter within many popular telehealth/virtual meeting platforms.
Prohibit using low-quality audio and video interpreting services.	**LanguageLine® App:** Instantly connect to LanguageLine Certified Interpreters via audio in 240+ languages and video in 40+ languages, including American Sign Language.
Qualified Human Translator to review **machine translation** if an entity uses machine translation when accuracy is essential.	**LanguageLine® Machine Translation** includes custom human post-editing efforts according to our client's needs.
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.	**LanguageLine® Translation℠ provides:** Translation of notices signage, including complimentary Interpreting Services Available posters in the Top 15 languages across all states, accessible materials and translation and localization of electronic information and websites.
Develop policies, procedures, and staff training related to language access and designate a Section 1557 coordinator.	**Our complimentary support** includes consultative implementation services including staff language access training to reinforce compliance and best practices, support materials and custom reporting.

Questions? Contact your Account Executive or Customer Care at
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LanguageLine Solutions®