



Meaningful Language Access

Exchange Health Equity TAC

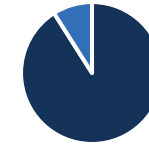
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Language Access Manager*

Language *for* Access

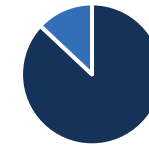
- Correspondence
- Customer Service
- Health Insurance Literacy
- HPF Application
- Website

QHP Spoken Language Preferences



■ English ■ Other languages

WA Spoken Language Preferences



■ English ■ Other Languages

Our customers speak over 80 languages.

UPDATES:

Website

- 28 languages
- Customer Service number with language-specific phone tree option
- Language-specific assister support materials
- Language identification cards
- Translated materials

Updates will be live on 04/18


Translation Quality

- New translation request process
- New contracts
- HPF translation review (Spanish) project
- Correspondence translation review project (8 languages)
- Translation glossary project

Health Insurance Literacy

Ongoing effort to create culturally and linguistically relevant customer materials.

- IHC materials created in 25 languages
- CCS email will be sent in 43 languages
- More materials are being considered for translation beyond core 8 languages



**How can we
improve access
for our
customers?**

Your feedback helps us identify and prioritize what our community needs today.

For Questions and Feedback

Contact:

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