

CHECKLIST

OPEN ENROLLMENT
LANGUAGE STRATEGY

for Health Benefits



Language access is a critical part of open enrollment compliance, mandated by the Affordable Care Act (ACA) section 1557.

Use this checklist to avoid delays, reduce costs, and maintain compliance in your language strategy. This list will also help you ensure your LEP enrollees have all the information they need for this year's open enrollment.

STEPS TO IMPLEMENT
YOUR LANGUAGE STRATEGY

- 01 **Review past enrollment periods for what worked well and what didn't.**
- 02 **Connect with a language provider early so there's time for:**
 - Scheduling
 - Legal review
 - Compliance checks
 - Glossary and Style Guide updates
- 03 **Finalize source content early to avoid stacked deadlines.**
- 04 **These documents are required for translation**
 - Summary of benefits and coverage (SBC)
 - Evidence of coverage (EOC) / Annual Notice of Change (ANOC)
 - Enrollment and disenrollment forms
 - Provider directories
 - Appeals and grievances procedures
 - Required notices regarding costs, coverage, and timelines
- 05 **Plan for interpreter demand early. Interpreter availability is tight during enrollment periods. Plan for interpreter access at:**
 - Call centers
 - Enrollment fairs
 - Help desks
- 06 **Plan for alternate formats for materials for members with disabilities. Supply:**
 - Large print
 - Braille
 - Video with captions
- 07 **Coordinate with print vendors or digital platforms to ensure final files are formatted correctly and ready to be published.**



Maintain compliance and translate member materials more efficiently. Contact Lionbridge for assistance with your open enrollment language strategy.