

Case Study

Supporting a Leading Health Insurer with Accurate and Accessible Multilingual Member Materials



Overview

A leading U.S. health insurer partners with Argos Multilingual to deliver multilingual member materials across 20 U.S. states. From benefit letters to brochures, the focus is on clear, accurate, and compliant content, particularly for linguistically diverse communities.

The Challenges

Regulatory and accessibility compliance: All content must meet strict Content Management System, federal and state healthcare regulations related to accessibility and language services, including HIPAA, Section 1557, and Section 508, which covers digital accessibility for individuals with disabilities.

High quality expectations and collaboration for cultural and linguistic alignment: The client's internal reviewers apply strict review standards to every project, with native-speaking stakeholders collaborating closely with Argos to ensure consistency in tone and community alignment.

State-specific workflows: Each states' Health Department and Medicaid Program may have its own regulations, codes, templates, and terminology, requiring customized workflows that reflect local requirements as well as language and/or formatting preferences.

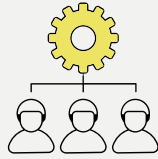
Integration with client-owned platform: Projects must be managed within client's internal project management system (Workfront), requiring Argos to adapt its standard workflows and tools for seamless integration.

Our Solution



Customized localization for Medicaid and health plan member communications

Argos streamlines the translation of templated benefit determination letters, member notices, and brochures, largely into Spanish. We apply a Section 1557-compliant machine translation and human post-editing (MTPE) workflow, followed by thorough qualified linguistic review to meet the tone, clarity, and compliance standards required in U.S. healthcare communications.



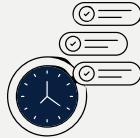
Built to work within client workflows

Argos works within the client's internal project management system following their documentation and delivery processes. Our technology-agnostic approach allows us to seamlessly integrate with client-owned platforms and adapt quickly to existing workflows, maintaining efficiency while supporting full traceability and compliance.



Alternative formatting and Section 508 compliance

Argos also supports the client with alternative formatting, layout services, and Section 508 remediation to ensure accessible print and digital materials. These services help ensure content is accessible to all individuals regardless of language or ability, as well as compliant with U.S. federal accessibility standards.



Flexible, scalable delivery for state-specific needs

Argos currently supports multilingual health plan communications for nearly two dozen states, with flexibility to onboard more as needed. We manage a steady flow of high-volume, rapid-turn projects each month, ensuring member correspondence, templated letters, grievances, appeals and more are delivered on time and aligned with the client's internal review cycles.

Why the client chose Argos

- ISO-certified for translation quality and compliance.
- HIPAA-secure and CMS-compliant processes.
- Qualified, expert healthcare linguists with specific U.S. health insurance experience.
- Proven expertise and scalable support for Spanish and all languages commonly spoken across Medicaid, dual-eligible and Limited English Proficiency (LEP) populations.
- Healthcare-specific machine translation and human post-editing model and QA tools to support CMS compliance, speed and accuracy.

The Results

Savings of 30–50%

Our enterprise MTPE solutions, including **secure, compliant AI agents** and expert linguist verification, cut down the cost and time for translation.

Collaborative refinement

Ongoing collaboration with the client's native-speaking reviewers helps **fine-tune tone, branding and member impact.**

Consistent high-volume, on-time delivery

Rapid-turn member letters completed each month at a **99.8%** on-time delivery rating with strict quality and compliance controls in place.

Strong partnership

The client contributes to Argos' high Net Promoter Score of **58.**

Scalable support

Content localized and culturally aligned to diverse member communities in each state, ensuring **rapid compliance** and **scalable processes** to quickly onboard more.

Get in Touch

argos
multilingual

Looking for a language partner that moves as fast as you do? Contact Argos today to discuss how we can help support your global growth.

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