



AVAILABLE SOLUTIONS

Translation and Localization

- Document Translation
- Audio and Video Localization
- Braille Printing
- eLearning Localization
- Website Localization
- 508 Compliance
- Multilingual Closed Captioning

Interpreting

- Remote Interpreting
 - Over-the-Phone
 - Video
- American Sign Language
- On-site Interpreting
- Interpreter Assessments and Training

Language Program Support

- Process Overview
- Staff Training
- Cultural Training

PARTIAL LIST OF CLIENTS

- Premier Health Partners
- Ohio Masonic Home
- CareSource
- Paramount Advantage
- Norton Health Care
- State of Ohio
- Cleveland Clinic
- Family Health Centers, Louisville, KY
- UH Health Drake
- Florida Department of Children & Families
- Dayton Children's
- TriHealth

COMPANY OFFICE LOCATIONS

Propio LS, LLC

HEADQUARTERS

10801 Mastin Street, Suite 580
Overland Park, KS 66210

OHIO OFFICES

70 Birch Alley Ave., Suite 240
Beavercreek, OH 45440

8044 Montgomery Rd., Suite 700
Kenwood, OH 45236

MINNESOTA OFFICE

125 Little Canada Rd., Suite 200
Little Canada, MN 55117

[PROPIO LS WEBSITE](#)

CONTACT

ENTERPRISE TEAM:

Lisa Stokesbury
Director of Enterprise Sales
Lstokesbury@propio-ls.com
937-401-1471

Nate Biggerstaff
Enterprise Business Development Executive
Nbiggerstaff@propio-ls.com
913-359-1670

Jim Busby
Business Development
C_jbusby@propio-ls.com
303-818-9042

LINKAGE CONTRACT INFORMATION

CONTRACT NUMBER: LER1011

EFFECTIVE DATE: February 1, 2022

LINKAGE CONTACT PERSON

Debbie Hounshell
dhounshell@linkageconnect.com

DIFFERENTIATORS

Passion - We are a purpose-driven organization, and it influences everything we do.

Response Time – Average connection time for remote interpreting is <30 seconds for all languages; document translations can be turned around in days or even hours.

Client Satisfaction – Clients are highly satisfied with the speed, quality, and character of experienced interpreters who derive fulfillment from helping others using their language skills.

Industry Knowledge – Our administrative staff has over 100 years of experience in the Healthcare and Language Services Industries.

Price – Proprietary technology and operating model enable us to be THE low-cost provider.

Capacity – Over 5,000 plus interpreters and linguists supporting 250 languages. Our systems and technologies are state-of-the-art, redundant, and secure.

Confidentiality and Ethics – All interpreters understand and abide by industry-recognized standards for confidentiality, interpreter ethics, and HIPAA requirements.

Quality – Only 20% of interpreters interested in working with Propio make it through our rigorous screening process.

WHY ARE LANGUAGE SERVICES NEEDED?

The Civil Rights Act of 1964 was the first Government policy that prohibited discrimination. Over the past years, there have been several new provisions and regulations to protect the non-English speaking populations.

Provision	Overview
Title VI	Extended original act to any agency that receives federal funding, including funding from CMS
ADA American with Disabilities Act of 1990	Mandates that all places that are open to the General Public, must not discriminate against anyone with disabilities.
Affordable Care Act	Required that all patients have access to information regarding their healthcare in language.
Rule or Section 1557	Ensuring meaningful access for individuals that are Limited English Proficiency (LEP). This rule also strengthened the original Affordable Care Act and Civil Rights Act of 1964. <u>Requiring all facilities that receive federal funding to have an agency of record, a language policy, posted resources and patient rights, and effective means of communication for any LEP person.</u>
Accreditation Agencies Joint Commission	Leading healthcare accreditations agencies are now assessing fines to facilities for not having and following a language policy.
Center for Medicaid and Medicare Services (CMS)	Star ratings given to providers under a CMS contract can lose reimbursement funding for not meeting various standards where language is involved. <u>Any facility that accepts Medicaid and Medicare is REQUIRED to have an agency of record.</u>