

**CREATING A WORLD IN WHICH  
LANGUAGE IS NO LONGER A BARRIER**



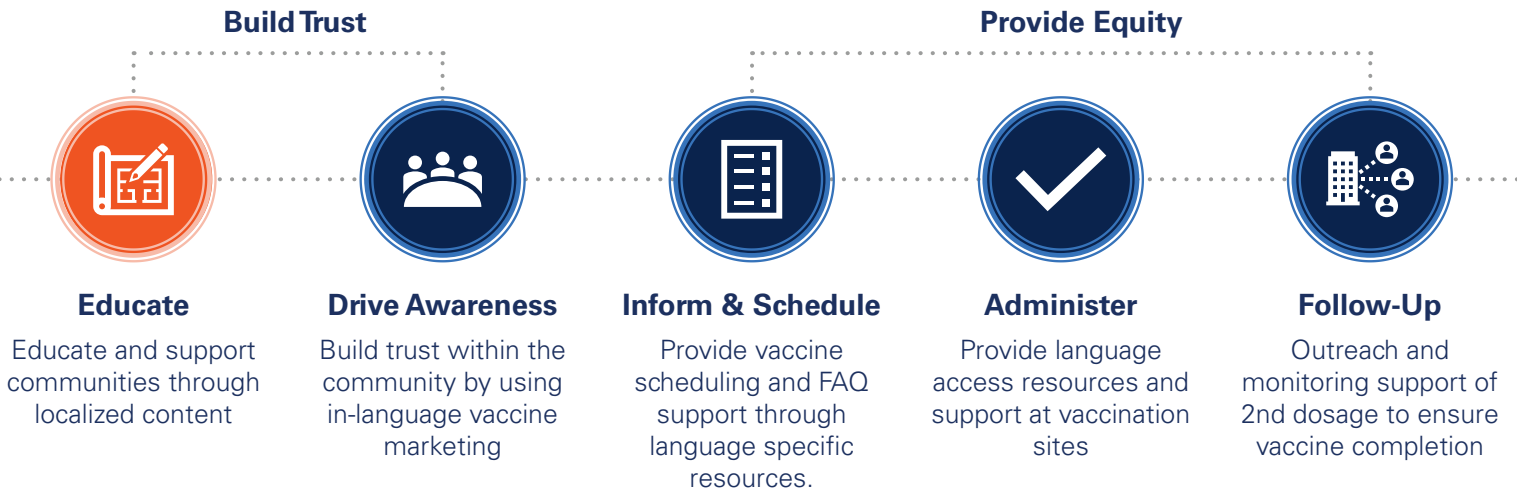
## LEP Vaccine Program

### Successful execution involves trust and engagement within the community

#### Our Approach

We provide vaccine roll out solutions that build trust and provide equity. We know how important it is to ensure patients with LEP always get equal access to healthcare but especially during the COVID-19 vaccine roll out. We utilize a 5 step approach tailored to assist in patient education to patient follow up and everything in between.

#### 5-Step Process



#### ULG LINES OF BUSINESS MAXIMIZED UNDER ONE CONTRACT

##### Omnichannel Localization Solutions

- Member & Marketing Engagement
- Digital A-Synch Messaging
- Training & eLearning
- Medical Claims
- Legal Compliance & Litigation
- Finance Records

##### Innovative Interpretation Solutions

- Over the Phone Interpreting
- Video Remote Interpreting
- First Touch: Direct Connect
- Telehealth Platform
- First Touch: Community Connect

##### Bilingual Member Health Outcome Solutions

- Bilingual Care Navigator Program
- Care Liaison Program
- Community Engagement Solutions
- Health Equity Consultation
- Population Health Consulting
- Expat Concierge