

# LANGUAGE ASSISTANCE SERVICES

## For Health Care Providers

OCTOBER  
2021

Discounted rates are available to Cigna network-participating providers

For language assistance services such as:

- Bilingual proficiency testing services.
- Written translations.
- Interpretation (telephonic, face-to-face, video remote).

Certain discounted rates are available through three Cigna professional contracted vendors: CQ Fluency, Interpreting Services International (ISI), and Language Line Solutions. Their services, discounts, and contact information are outlined below.

Vendor name	Service	Discount	Contact information
<a href="#">CQ Fluency</a>	Bilingual proficiency testing services	10%	Kelly Marek 347.415.1936 <a href="mailto:Kelly.Marek@CQFluency.com">Kelly.Marek@CQFluency.com</a> and <a href="mailto:CignaCQTeam@CQFluency.com">CignaCQTeam@CQFluency.com</a>
	Written translation services	10%	Joe DiDamo 201.580.0218 <a href="mailto:Joe.Didamo@CQFluency.com">Joe.Didamo@CQFluency.com</a> and <a href="mailto:CignaCQTeam@CQFluency.com">CignaCQTeam@CQFluency.com</a>
	Telephonic interpreter services	5%	Kelly Marek 347.415.1936 <a href="mailto:Kelly.Marek@CQFluency.com">Kelly.Marek@CQFluency.com</a> and <a href="mailto:CignaCQTeam@CQFluency.com">CignaCQTeam@CQFluency.com</a>
	Face-to-face (in-person) interpreter services	5%	
	Video remote services	5%	

Together, all the way.™



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Vendor name	Service	Discount	Contact information
<a href="#">Interpreting Services International (ISI)</a>	Written translation services	10%	Marc Chen 818.753.9181 <a href="mailto:CignaCLU@ISITrans.com">CignaCLU@ISITrans.com</a> Include this information in your email: <ul style="list-style-type: none"> <li>• Subject line: Cigna HCP request for translation services.</li> <li>• Language combination (e.g., source language in English, target language in Spanish).</li> <li>• Final documents (a source file is preferred to a PDF)</li> <li>• Reference files, if applicable.</li> <li>• Requested due date.</li> <li>• Purchase order number or project number.</li> <li>• Health care provider office contact information. Include name, address, and telephone number.</li> <li>• Bill-to information.</li> <li>• Any other helpful information about your request.</li> <li>• Attachment, document, or text to be translated.</li> </ul>
<a href="#">Language Line Solutions</a>	Telephonic interpreter services	<b>Audio calls:</b> \$1.95 per minute  <b>Video calls:</b> \$2.95 per minute	Please contact your Provider Relations Representative for instructions on obtaining these discounts from LanguageLine Solutions.



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