



# WORKERS' COMPENSATION LIABILITY INSURANCE



Can't communicate with your non-English speaking claimants?  
ATP has the **Language Support Services** you need.

## WORKERS' COMPENSATION LIABILITY INSURANCE

In 2016, the Worker Protection Coalition of New York collected data from 500 hearings before the Workers' Compensation Board, which administers the state's program. The object was to see if the needs of Limited English Proficiency (LEP) New Yorkers were being met. They weren't. In fact, 42% of LEP claimants were not provided interpretation at all. And where LEP interpretation services were provided, more often than not they were inadequate. Specifically:

- Interpreters were not familiar with Workers' Compensation terminology.
- Telephone calls had poor audio quality.
- Interpreters made errors that were not corrected in the record.

We mention the case, not to single out New York for special criticism, but to point out that the problems they faced were by no means unique. Pick any state in the U.S. and you'll find more or less the same problems for LEP claimants. None of these problems will happen if you use interpreters from ATP. That's our promise to you. At ATP, we'll help your Insurance Claims Adjusters, Special Investigation Unit, Private Investigators, Medical Examiners and Law Enforcement Officers communicate effectively in any language. Whether it's signing up for insurance, submitting a claim, providing a recorded statement or an Independent Medical Evaluation (IME); you can rely on us throughout the entire process.



## **INTERPRETATION**

Workers' Compensation is an essential safety net for employees throughout the U.S. and it has been for more than a century. But longevity hasn't made its administration foolproof. This is especially true for LEP workers where interpretation by less than highly skilled interpreters can result in nightmarish scenarios for both the providers and beneficiaries. We get that. That's why we strive to provide accurate services, on-time, by language professionals with the highest level of accreditation, which is exactly what the insurance industry needs. We'll provide you with a certified consecutive interpreter, knowledgeable of insurance procedures, protocols, and terminology to assist in every aspect of your language requirements.

## **TRANSLATION**

Let ATP translate your forms, policies, benefits manuals, applications and written communications. Many of our translators are certified in language-specific combinations by the American Translators Association (ATA), which is considered the most reputable association for translators in the United States. ATP has been an active corporate member for almost two decades now. Similar to the ATA certification, we developed a meticulous translation process to guarantee accuracy. And our certified, jurat notarized, and apostilled translations are used within the federal court system as well as international courts.

## **TELEPHONIC**

Have a claim that can't wait? We can provide immediate assistance to help you with any foreign language speakers. ATP can connect you remotely via telephone to any language interpreter that you need, within just minutes of making a request.



AMERICAN TRANSLATION PARTNERS®

HERE ARE REASONS WHY  
YOU SHOULD USE ATP

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access worldwide

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claims process

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