

Language Solutions for the Government Agencies

United Language Group (ULG) understands the connection between increased language access and important public services, and provides efficient language solutions to federal state and local agencies as well as school districts and higher education. While still offering specialized workflows that protect the public's confidentiality.

An Industry Leader

With more than 30 years in the government field, ULG is an industry leading as a language solutions partner. We provide translation and interpretation support for health and human service, public health, social services, emergency, police, schools, elections etc. Our pool of over 10,000 qualified linguists pass a rigorous screening process to ensure all translators and interpreters meet our quality standards and possess the skills to succeed.

Complete Language Support

ULG is fluent in government. For translation projects, we provide terminology management, glossary information and style guide creation. Our linguists are specialized in the government field, and bring experience translating medical and personal records and claims materials, while complying with regulatory protocol.

Our umbrella of complete language support also includes all interpretation scenarios, including:

- Over-the-phone interpreting
- Video-remote interpreting
- In-person sessions

This spectrum of language solutions helps facilitate better multilingual communication for Limited English Proficient (LEP) patients and insurance providers.

Microsite: <https://public.omniapartners.com/suppliers/united-language-group/overview>

Contract number is 33851

- Quality Team has over **10 years** of healthcare quality expertise
- Certified to **4 ISO Standards**
- **E6 regulations** + data security
- Support for over **150 languages**
- **HITRUST** certification

Secure and Confidential Solutions

In every language, "security" means the same to us. Our absolute rigidity in following secure procedures it what has allowed ULG to partner with four of top five U.S insurance payers. We utilize HIPAA-compliant workflows and established data security processes to safeguard Protected Health Information and ensure confidentiality at every step.

ULG's secure processes are FISMA, ITAR, HIPAA, PCI, and FedRAMP compliant and HITRUST certified. Our quality teams stay informed of the global requirements that need to be met in healthcare to ensure regulatory adherence during the localization process.

Rooted in Quality

ULG's dedicated quality team ensures all linguists are trained and prepared to meet the demands of the healthcare industry, including HIPAA protocols and the safe handling of patient records. Interpreters and translators are monitored and trained on an ongoing basis in order to maintain the highest quality.



Committed to quality.

We meet ISO standards 9001:2015, 13485:2016, 17100:2015, and 27001:2013.