

Certified Interpreting Team (CIT)

Accurate and readily available language interpretation is essential to ensuring Spanish and other non-English speaking injured workers receive appropriate, timely assistance with their medical treatment. Industry shortages in medically-fluent, bilingual field case managers can slow progress and risk inaccurate communication.

Choices in-house Certified Interpreting Team (CIT) pairs highly skilled and certified interpreters with our expert Nurse Case Managers (NCM) to facilitate communication with injured workers and medical providers, preventing language barriers from delaying case progress and resolution. In addition our interpreters receive specialized training in Workers' Compensation, understand their purpose and the limits of their role in the process.

Combining these two services into one enables us to provide this essential service to your non-English speaking injured worker while reducing your time and expense of arranging for interpretation services.

Benefits for claims examiners and injured workers:

- Language services enable IWs to actively participate and understand their medical treatment.
- CIT referrals receive two experts in their prospective fields for the price of one.
- CEs save valuable time on coordination of interpreting services.
- Removes language barriers; prevents treatment and recovery delays.
- Timely resolution of non-English speaking IW claims.
- Promotes effective communication between injured workers and their medical providers.



To use our Certified Interpreting Team services, call us or select the language desired on our online referral form.

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