

# Consumer Assistance Contract Review

## Language Translation Services (LL)

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MHBE Board of Trustees Meeting  
January 20, 2026

Presented by:

Tamara Gunter, Director of Consumer Assistance

# Language Translation Services

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NTE Increase to 1,200,000.00 FY26

# Language Line

- MHBE utilizes the Maryland State contract with Language Line Services through the Board of Public Works (BPW).
- Statewide contract which is open to all State agencies.
- Each agency generates a purchase order from the State contract's BPO.
- The BPW contract is a 5-year contract which was extended by 1 year to 6 years to end 2026.
- Seeking Board approval to increase the FY26 NTE for Language Line services from \$250,000 to \$1,200,000"
- Funding split: 45.2% Federal, 54.8% State

# Language Line Usage

An average 70% of all language assisted calls handled with Language Line are Spanish.

French, Amharic and Haitian Creole all tie for the 2nd most used languages at an average of 7% of calls handled with Language Line.

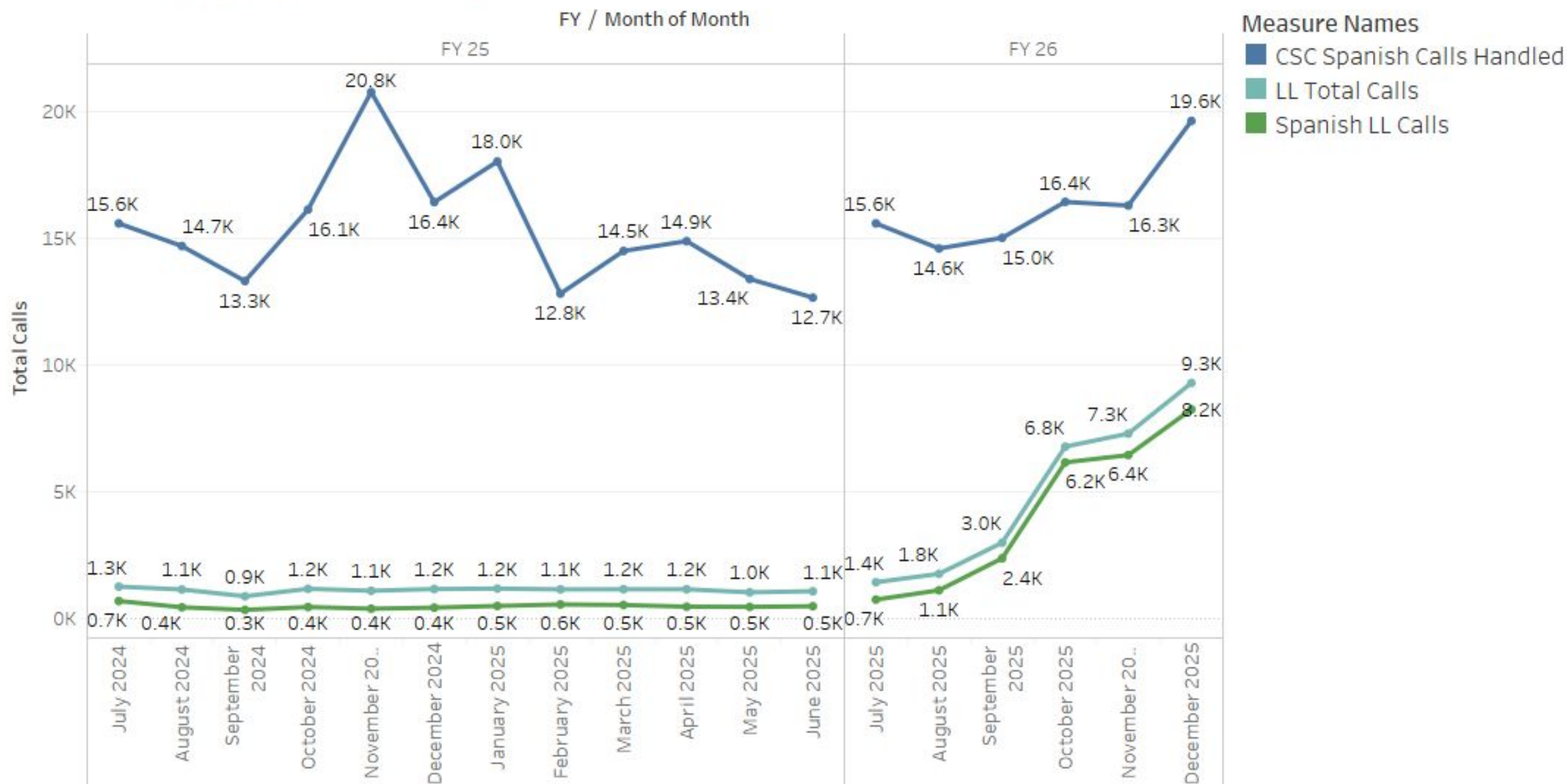
Language Line has offered the best pricing and services under the Maryland State DBM contract.

Language Line offers over 250 different languages.

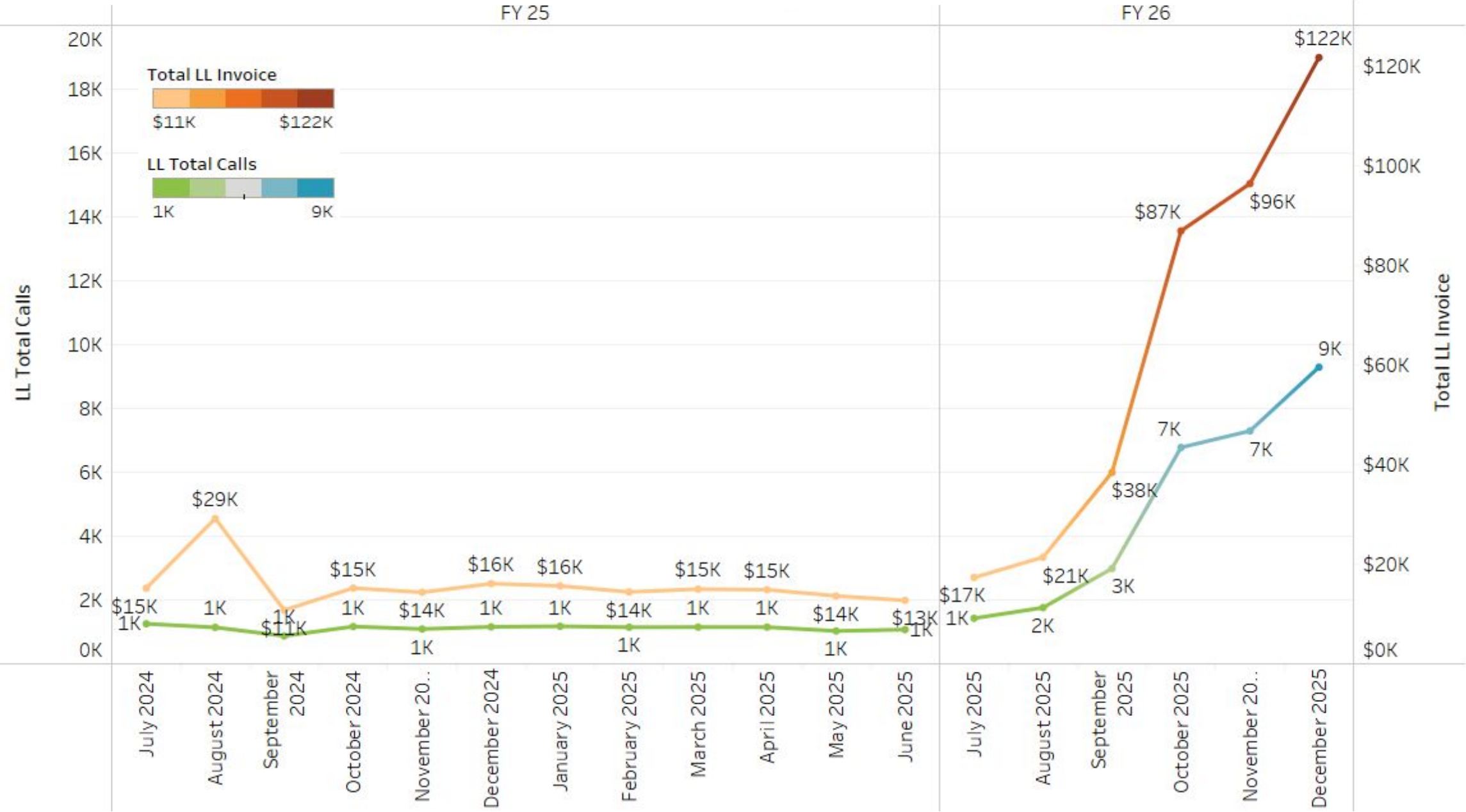
# Language Line Contract History

Contract Year	Period	Contract Not To Exceed Amount	Actual Spend Amount	Total Calls
Year One	7/1/19 – 6/30/20	\$250, 000	\$221,843	20,086
Year Two	7/1/20 – 6/30/21	\$250, 000	\$290,484	26,260
Year Three	7/1/21 – 6/30/22	\$250, 000	\$123,831	31,766
Year Four	7/1/22 – 6/30/23	\$250, 000	\$163,134	14,374
Year Five	7/1/23 – 6/30/24	\$250, 000	\$227,398	21,982
Year Six	7/1/24 – 6/30/25	\$250,000	\$200,038	13,414
Year Seven	7/1/25 – 6/30/26	\$250, 000	\$382,442*	29,539*

## Total Calls by Type (FY 25 - FY 26)



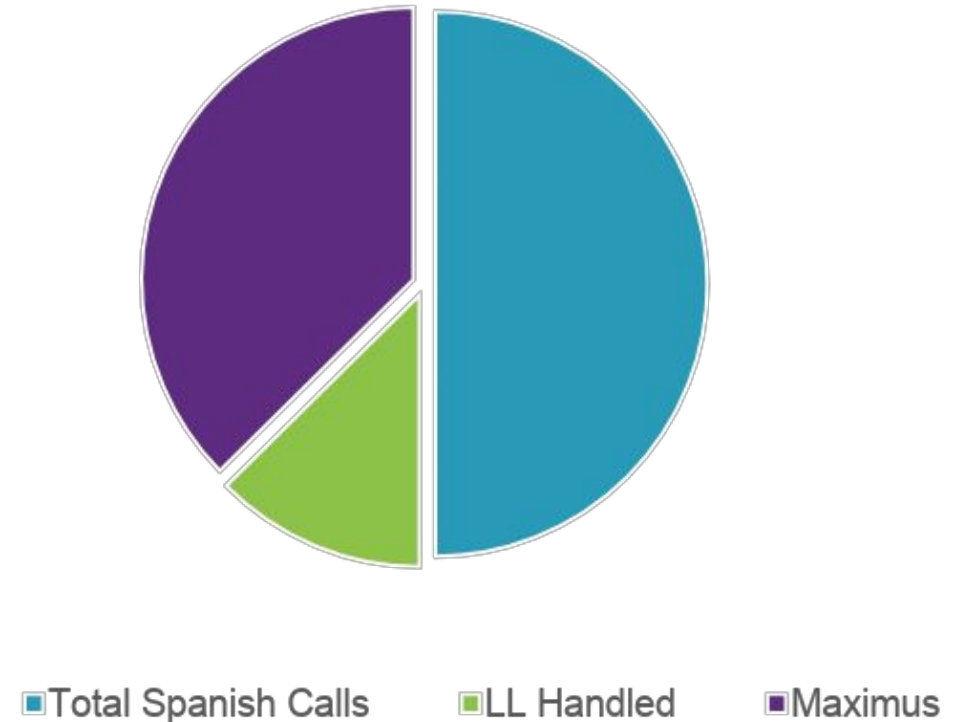
# Total LL Calls and Costs (FY 25 - FY 26)



# Language Line Usage Oct – Dec 2025

Language Line call totals were 23,365

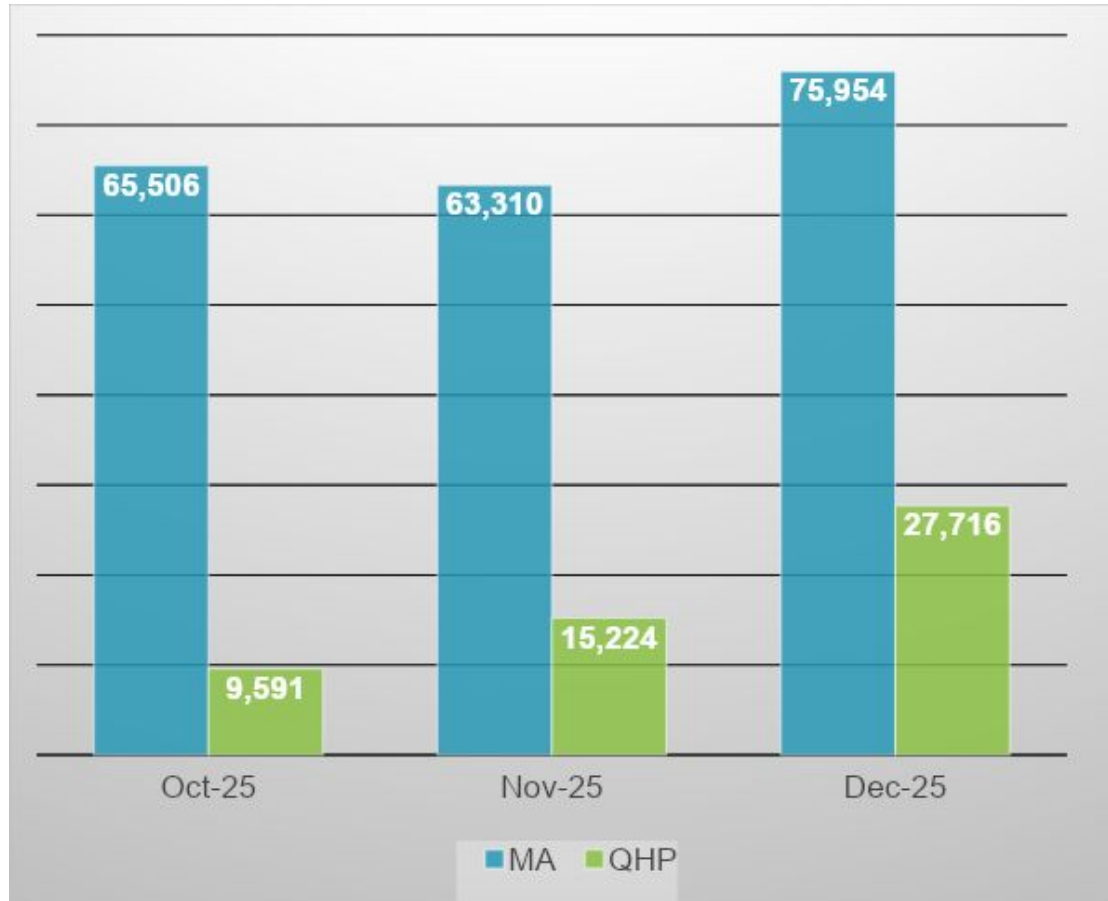
- 89% (20,853) of total calls required Spanish language support via Language Line
- 61,881 Spanish calls made directly to call center vendor Maximus
- Maximus bi-lingual staff increased monthly to handle additional volume, {Oct (38), Nov (51), Dec (48)}





# Language Line

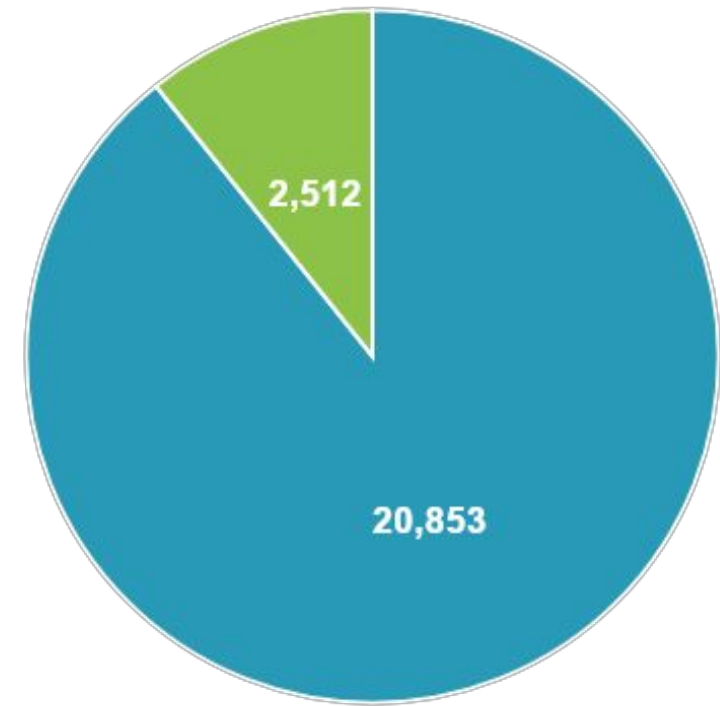
## MA vs QHP Volume Oct – Dec 2025



- MA call volume consistently represent majority of call volume per month
- QHP call volume increased 189% from Oct – Dec due to open enrollment period

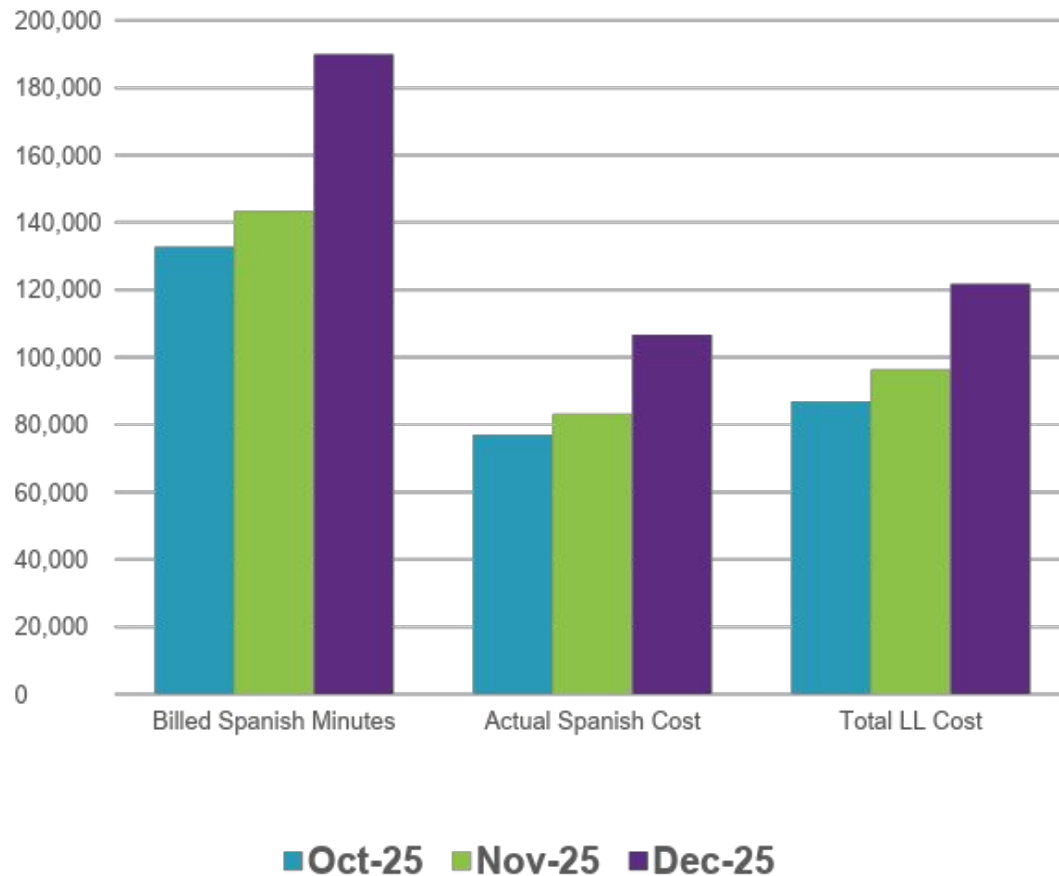
# Language Line Spanish vs Non-Spanish Volume Oct – Dec 2025

- Spanish calls total 20,853, approximately 89% of all calls
- Non-Spanish calls total 2,512, approximately 11% of all calls



■ Spanish Calls ■ Non-Spanish Calls

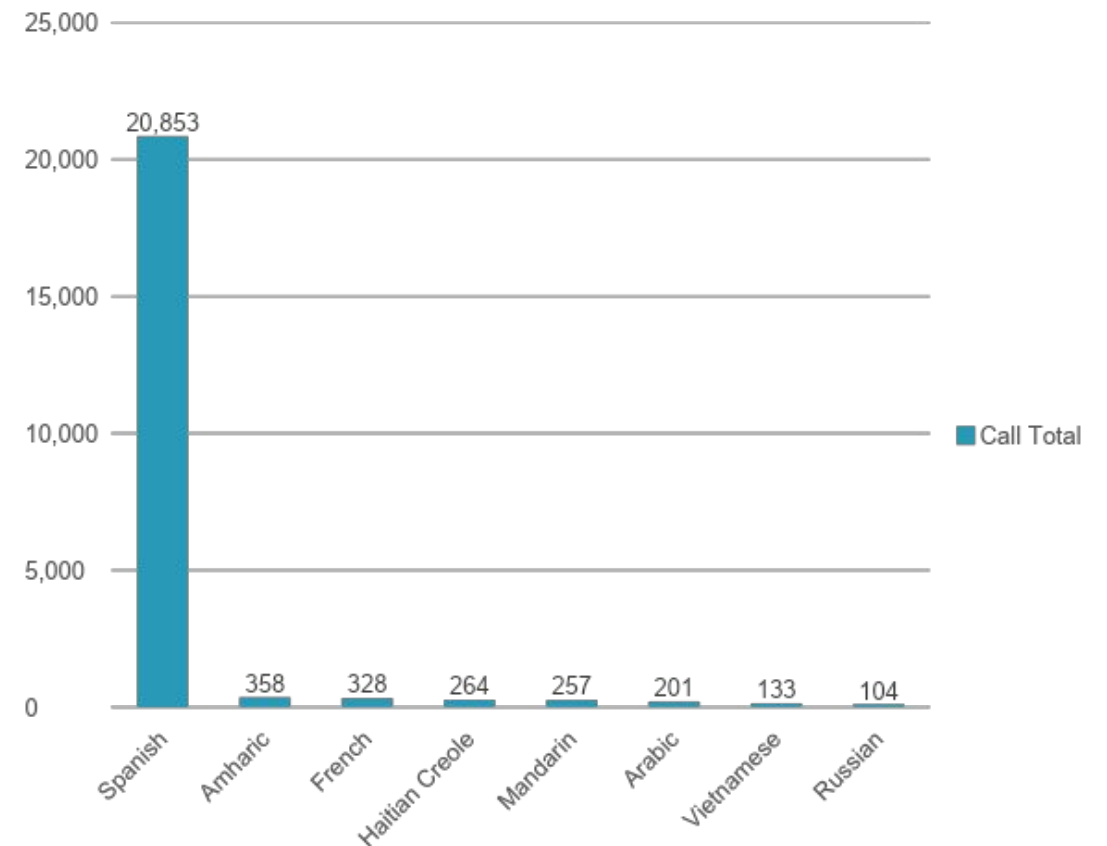
# Language Line Spanish Utilization & Cost Impact Oct – Dec 2025



- Calls are billed per minute vs per call
- Billed Spanish minutes grew by 32.5% from Nov to Dec, driving higher invoice costs
- Actual Spanish Language Line cost increased by 28.3% month over month
- Total Language Line costs rose by 26.3%

# Language Line Top 8 Requested Languages Oct – Dec 2025

- Spanish translation requests remains the cost driver
- Lower volume translation requests were Amharic, French, Haitian Creole, Mandarin, Arabic, Vietnamese and Russian
- Additional 867 calls requested for other languages provided by Language Line



# Request for Approval

**MOTION #6:** MHBE requests that the Board approve the request to increase the NTE for Language Line services through the State contract with the Board of Public Works in the not-to-exceed amount of \$1,200,000.00 for FY26.