

FOR IMMEDIATE RELEASE  
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**M HAYES LAUNCHES PROPRIETARY  
SPANISH LANGUAGE SERVICES  
INTERPRETER TRAINING PROGRAM**

Timonium, Maryland – M Hayes announced today that it has developed and implemented a proprietary program to certify interpreters in medical and workers' compensation terminology and practices.

**Melinda Hayes, president and chief executive officer, said, “ Our market research confirmed the workers' compensation industry is in great need of workers compensation certified interpreters who are uniquely qualified to provide interpretation and translation. M Hayes recognized that need and in response created an intensive 36 hour program for both on-site and telephonic interpretation and are proud to have completed our first class.”**

The M Hayes proprietary Spanish Language Services workers' compensation interpreter certification program encompasses training on the role of the interpreter in workers' compensation, confidentiality, and the importance of being impartial. A heavy focus is given to interpreting in cases involving carpal tunnel syndrome, neurology, orthopedics, and in emergency rooms. The students also learn how to interpret in disability and workers' compensation hearings, accident scenes and in the workplace when accidents occur. Consistent with the core values of the company, The National Standards of Practice for Interpreters in HealthCare Settings are reviewed and as well, the NCIHC Code of Ethics is an integral part of the certification program.

M Hayes is a leading managed care company, providing nationwide services to insurance companies, third party administrators, and self-insured entities. We are known for our innovativeness and for being meaningfully different: that brings best solutions for our clients. We deliver telephonic and field medical case management, including catastrophic and bilingual, utilization review, vocational case management, interpretation and translation, life care planning, and litigation management services to over 250 clients that represent predominately workers' compensation insurance risk.

It is our mission and our core values that create a company culture dedicated to achieving best outcomes for those individuals we serve, our employees, and our customers. Our integrity, our Standards of Excellence, and our highly credentialed team bring the best solutions for our clients.

For more information contact Jon Nickey, National Sales Director at 410-628-4050, ext 303 or visit [www.mhayes.com](http://www.mhayes.com).