

APPENDIX

State-Based Marketplaces’ Multilingual Language Services, 2023

State-based marketplace	Call center languages in addition to English	Navigator languages in addition to English, as identified by SBMs
Arkansas [^]	1: Spanish	8: French, Gujarati, Hindi, Marshallese, Portuguese (Brazilian), Spanish, Telugu, Urdu
California	12: Armenian, Cambodian, Cantonese, Farsi, Hmong, Korean, Laotian, Mandarin, Russian, Spanish, Tagalog, Vietnamese	111: Achumawi, African, Afrikaans, Albanian, Amharic, Arabic, Armenian, Assyrian, Azerbaijani, Balinese, Balochi, Bantu, Bengali, Bielorrussian, Bihari, Bisayan, Bulgarian, Burmese, Cambodian, Catalanian, Chaldean, Cham, Chinese, Columbia, Cree, Creole, Croatian, Czech, Danish, Dutch, Estonian, Farsi, Fijian, Filipino, Finnish, Formosan, French, Fuchow, Gaelic, Georgian, German, Greek, Gujarati, Hakka, Hawaiian, Hebrew, Hindi, Hmong, Hungarian, Icelandic, Ilocano, Indian, Indonesian, Irish, Italian, Jamaican, Japanese, Kannada, Kashmiri, Kazakh, Kirghiz, Korean, Laotian, Lithuanian, Macedonian, Malay, Malayalam, Mandan, Marathi, Miami, Mongolian, Nepali, Norwegian, Pangasinan, Panjabi, Pashto, Persian, Pharsi, Pidgin, Polish, Portuguese, Punjabi, Rajasthani, Romanian, Russian, Sebuano, Serbian, Serbo-Croatian, Sindhi, Sinhalese, Slovak, Slovene, Spanish, Swahili, Swedish, Syriac, Tadjik, Tagalog, Taiwanese, Tamil, Telugu, Thai, Tongan, Turkish, Turkmen, Uighur, Ukrainian, Urdu, Vietnamese, Welsh, Yiddish
Colorado	1: Spanish	18: Amharic, Arabic, Armenian, Burmese, Cantonese, Chinese Mandarin, French, German, Hmong, Karen, Korean, Nepali, Portuguese, Russian, Spanish, Swahili, Thai, Vietnamese
Connecticut	0: English only	1: Spanish
District of Columbia	0: English only*	4: Amharic, French, Ibo, Spanish
Idaho	0: English only	14: Arabic, Bosnian, Burmese, Chinese, Dari, Karen, Portuguese, Romanian, Russian, Spanish, Somali, Swahili, Tagalog, Vietnamese
Kentucky	1: Spanish	1: Spanish
Maine	0: English only	15: Arabic, Cambodian, Chinese, French, German, Japanese, Korean, Nilotic-Dinka, Oromo-Cushite, Polish, Russian, Spanish, Tagalog, Thai, Vietnamese
Maryland	1: Spanish	1: Spanish***
Massachusetts	1: Spanish	30: Albanian, Amharic, Arabic, Berber, Bulgarian, Burmese, Cape Verdean Creole, Cantonese, Chinese (Mandarin), Dari, French, German, Greek, Haitian Creole, Hindi, Italian, Kaba, Khmer, Lao, Nepali, Pasto, Portuguese, Russian, Sango, Serbian, Somali, Spanish, Tagalog, Urdu, Vietnamese
Minnesota	0: English only	29: Amharic, Arabic, Burmese, Cantonese, Chinese, French, Gusii, Harari, Hindi, Hmong, Karen, Kikuyu, Kiswahili, Laotian, Luhya, Mandarin, Nepali, Norwegian, Oromo, Portuguese, Russian, Somali, Spanish, Swahili, Thai, Tigrinya, Urdu, Vietnamese, Yoruba
Nevada	1: Spanish	6: Cantonese, Mandarin, Spanish, Tagalog, Thai, Vietnamese
New Jersey	1: Spanish	19: Arabic, Armenian, Cambodian, Cantonese, Farsi, French Cree, Gujarati, Hebrew, Hindi, Hmong, Korean, Lithuanian, Mandarin, Portuguese, Russian, Spanish, Tagalog, Vietnamese, Yiddish
New Mexico	Unknown	Unknown
New York	5: Cantonese, Haitian-Creole, Mandarin, Russian, Spanish	37: Albanian, Arabic, Bangla/Bengali, Bosnian, Cantonese, Creole, Dyula, French, Gujarati, Haitian-Creole, Hebrew, Hindi, Italian, Japanese, Kannada, Khmer, Korean, Malayalam, Mandarin, Marathi, Nepali, Polish, Portuguese, Punjabi, Russian, Serbian, Spanish, Tamil, Taishanese, Taiwanese, Telegu, Turkish, Ukrainian, Urdu, Uzbek, Vietnamese, Yiddish
Oregon [^]	1: Spanish	22: Amharic, Arabic, Cantonese, Chuukese, Farsi, French, German, Hindi, Japanese, Korean, Mandarin, Oromo, Persian, Punjabi, Russian, Spanish, Somali, Thai, Tigrinya, Ukrainian, Urdu, Vietnamese
Pennsylvania	1: Spanish	22: Arabic, Armenian, Bengali, Burmese, Cambodian, Cantonese, Farsi, French, French Cree, German, Gujarati, Hindi, Hmong, Indonesian, Korean, Mandarin, Nepali, Russian, Spanish, Tagalog, Urdu, Vietnamese
Rhode Island	2: Spanish, Portuguese	10: Cambodian, Cape Verdean, Creole, French, German, Laotian, Mandarin, Persian, Portuguese, Spanish
Vermont	0: English only**	7: Bosnian, Croatian, Hindi, Mandarin, Portuguese, Serbian, Spanish
Virginia [^]	1: Spanish	Unknown
Washington	5: Korean, Mandarin, Russian, Spanish, Vietnamese	26: Amharic, Arabic, Bulgarian, Cambodian, Chinese, Farsi, Fijian, French, German, Greek, Hindi, Kikuyu, Korean, Laotian, Polish, Portuguese, Russian, Salish, Samoan, Somali, Spanish, Swahili, Tagalog, Thai, Tigrinya, Vietnamese

NOTES

Note: Languages are listed as reported by SBMs, subject to standardization of certain spelling. We have not included American Sign Language (ASL) in our counts, although several SBMs reported that their navigators also provide services in ASL.

[^] These SBMs rely on the federal platform, HealthCare.gov, for enrollment.

* Cases may be diverted to D.C. marketplace staff who are certified to provide direct services in Amharic and Spanish.

** Cases may be diverted to Vermont marketplace staff who are certified to provide direct services in Spanish.

*** Maryland previously has engaged navigators who could speak Amharic, Portuguese, and Vietnamese, but they were no longer participating in the navigator program at the time of publication.

DATA
Authors’ analysis.