

**PROVIDER EDUCATION 2018:
CULTURE & LINGUISTICS (C&L) REQUIREMENTS
FOR MEDI-CAL AND CAL MEDI-CONNECT**

February/March 2018

Dear Provider:

The following guide summarizes all regulatory agency requirements related to Culture & Linguistics (C&L) including:

- Title VI of the Civil Rights Acts of 1964;
- Department of Health Care Services (DHCS) contractual requirements;
- Medi-Cal Managed Care Division (MMCD) Policy Letters;
- Centers for Medicare and Medicaid Services (CMS); and
- National Committee for Quality Assurance (NCQA).

Please note that the following pertains to your Medi-Cal and Cal Medi-Connect (Dual Eligible) members only. Please contact **Network Management at 818-654-3400** if you need clarification or tools to implement these requirements.

Requirements of Providers:

LANGUAGE PREFERENCE

Please record in each member's medical record his/her language preference.

MEMBERS' RIGHTS

Please inform members who are limited English proficient (LEP), hard-of-hearing or deaf that free interpreter services are available to them and that they have the right to file a complaint if interpreter services are not received.

INTERPRETER SERVICES

Physicians shall provide, at no cost to the members, over-the-phone, face-to-face and American Sign Language interpreter services for patients who are LEP, hard-of-hearing or deaf. **Because you are part of Regal and Lakeside, we provide these services, at no cost to you and your members.**

Post the "Free Interpretation Services including American Sign Language" sign at key points of contact. This sign informs patients who are Limited English Proficient (LEP), hard-of-hearing or deaf that free interpreter services are available to them.

Please ensure that your after-hours answering service staff and on-call physicians/nurses know how to access the aforementioned interpreter services.

REQUEST OR REFUSAL OF INTERPRETER SERVICES

- Discourage members from using friends and family members as interpreters. Minors should not be used to interpret.
- If a member requests or refuses interpreter services after being informed of his/her right to free interpreter services, please document the refusal in the member's medical record.

BILINGUAL PROVIDERS AND STAFF

Providers and staff who communicate with members in a language other than English or who act as interpreters are encouraged to take a language proficiency test by a qualified agency. At a minimum, the following should be kept on file for bilingual providers and staff:

- Completed language capability self-assessment form. Providers and staff may use the ICE *"Provider & Staff Language Capability Self Assessment"* form.
- Certification of language proficiency or interpretation training.

Please note that those who reported limited bilingual capabilities should not act as interpreters or communicate with patients in a language other than English.

CULTURAL COMPETENCY TRAINING

We encourage you and your staff to attend disability sensitivity and cultural awareness competency training programs. These trainings can enhance your interpersonal and intra-cultural skills, which can improve communication with your culturally diverse patients including seniors and people with disabilities.

For all other health plans (besides LA Care), please go to our websites, www.regalmed.com or www.LakesideCommunityHealthcare.com and to Provider Resources, then Medi-Cal Educational Attached, please find a spreadsheet providing contact information and information how to access and provide to your patient, interpretation and/or translation services, at no charge to them. Please review and keep at hand this spreadsheet and reference it according to each specific patient's current health plan (and line of business). The following information relate to LA Care Health Plan trainings and resources for their members. Once again for other health plan members, see attached.

LA CARE CLASSES AND SEMINARS

LA Care offers Cultural and Linguistic Provider/Office Staff classes, Language Assistance Resources, and C&L requirements through their Education Program. LA Care's Cultural and Linguistic Services Unit can assist you and your staff in delivering patient-centered care to the culturally and linguistically diverse patient population. These no-cost workshops are available in person or online at lacare.org.

HOW TO OBTAIN SERVICE (FROM LA CARE HEALTH PLAN

Please call LA Care at the phone numbers listed below, which is available 24 hours a day, 7 days a week, in order to request the following services:



- For over the phone linguistic interpreter services please call Language Select at **1-888-930-3031** for this service.
- For face-to-face linguistic interpreter services, including American Sign Language please call: **1-888-4LA-Care** (1-888-452-2273) at least five business days prior to the patient's appointment.
- For member materials in threshold languages and alternative formats, including audio, Braille, and large print please call L.A. Care Provider Inquiry Line **1-866-LA-CARE6**.
- Referrals to culturally appropriate community resources and services (please document the referral in the member's medical record) call us at **1-888-839-9909** or visit us online at lacare.org.

For members who are hard-of-hearing or deaf, please have them call L.A. Care's TTY telephone number at **1-866-522-2731**. They can also call California Relay Service (CRS), which is free and available 24 hours a day, 7 days a week. CRS can be reached at **711**, which is a number for everyone, not just those who have difficulty hearing on a standard telephone. If your member prefers to have his/her calls immediately answered in his/her mode of communication, please call CRS at **800-735-2922 (English)** or **800-855-3000 (Spanish)**. CRS will relay your members' requests to our aforementioned toll-free number.

For more information about any of these services or resources, call L.A. Care's Cultural & Linguistic Services Department at **213-694-1250 Ext: 4524**.

Thank you for your cooperation in meeting Cultural & Linguistics (C&L) requirements.

Sincerely,

Will Jukes
Senior Vice President, Network Management (North)
Regal Medical Group



2018 HERITAGE PROVIDER NETWORK

Health Plan Language Assistance

HEALTH PLAN	LAP THRESHOLD LANGUAGE	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS (Vital Non-Standard Documents)	PLAN CONTACT QUESTIONS (interpreter/translation)	ADDITIONAL RESOURCES	LANGUAGE FORM VERIFICATION SUBMITTAL	LAST UPDATE
Aetna	Spanish	1-800 525-3148. This number bypasses provider services center and connects directly to qualified interpreters.	1-877-287-0117	Nicki Theodorou at 415-645-8264 Megan Rooney at 650-279-6091	N/A	PDSDallas@aetna.com	1/18/2018
Anthem Blue Cross	<p>Medical-Access Program (MCAP)</p> <p>Major Risk Medical insurance Program (MRMIP)</p> <p>Spanish <i>Traditional</i> Chinese Vietnamese Tagalog Korean</p>	<p>Telephone Interpreters</p> <p>Customer Service Center (Medi-Cal) 1-800-407-4627 (outside LA County) 1-888-285-7801 (inside LA County). After hours, call the 24/7 Nurse line at 1-800-224-0336 1-877-687-0549: Medi-Cal Access Program (MCAP) 1-877-687-0549: Major Risk Medical Insurance Program (MRMIP)</p> <p>Have the following available:</p> <ul style="list-style-type: none"> Members ID number Need for an interpreter and state the language <p>Face to Face Interpreters including Sign Language Interpreters are available to members, providers and staff at key points of medical contact.</p> <ul style="list-style-type: none"> Three days or more advance notice needed for scheduling face-to-face and sign language interpreters. Twenty-four hour advance notice requested for cancellations <p>Face-to-Face Interpreters Including Sign Language Members and providers may call the Customer Care Center at the appropriate numbers above to schedule services during business hours. Seventy-two business hours are required to schedule services, and 24 business hours are required to cancel. Providers may also schedule by e-mailing ssp.interpret@wellpoint.com. Registration with our secure e-mail is required. Please type "secure" in the subject line.</p>	1-888-254-2721	1 800-677-6669	https://mediproviders.anthem.com/ca/pages/free-interpreting-services.aspx	N/A	1/17/2018



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		<p>TTY and Relay Services (Members with Hearing or Speech Loss): Normal business hours 1-888-757-6034 After hours, member can call the 24/7 Nurse line TTY at 1-800-368-4424 or the California Relay Service number at 711.</p>					
Blue Shield of California	Spanish Chinese-Traditional Vietnamese Hindi	<p>Providers: Over-the-phone interpretation 800-541-6652, follow VRU menu.</p> <p>Member may get an interpreter or documents read and sent by calling 1-866-346-7198 for more help call the CA Dept. of Insurance at 1-800-927-4357</p> <p><u>Face to Face</u> On-site interpretation services call 800-541-6652, dial "0" and speak to a Provider Services Agent to arrange for an interpreter.</p>	Please fax Language Services Request Form & and document requiring translation to 209-371-5838	Call your Provider Relations representative.	blueshieldca.com/providers	N/A	1/18/2018
Brand New Day	<p>LA County: English, Spanish, Chinese (Cantonese and Mandarin), Arabic, Armenian, Cambodian/Khmer, Korean, Farsi, Tagalog, Vietnamese, and Russian.</p> <p>Orange County: English, Spanish,</p>	<p><u>Telephonic Interpreter</u> 1-866-255-4795 Brand New Day Member Services for assistance</p> <p>To request face-to-face interpreting services (including American Sign Language), call Brand New Day's Member Services Department at (866) 255-4795 at least 5-10 business days prior to the patient's appointment.</p> <p>Brand New Day TTY Line: (866) 321-5955 (TTY)</p> <p>The hearing impaired member can call the provider through the California Relay Service at 1-800-735-2929 or 1-888-877- 5378 (for Spanish call 1-800-855-3000).</p>	1-562-310-6868 Compliance Dept.	1-562-310-6868 Compliance Dept.	Compliance@universalcare.com	Compliance@universalcare.com	1/18/2018



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	Vietnamese, and Farsi.						
Cal Optima	Spanish Vietnamese Farsi	<p>*If the member is in a health network, please use their specific group*</p> <p>ADOC/UCMG/RMG (DELEGATED) <i>Hanna Interpreting Services – Interpretation</i> 24 hour access to interpreter services at no cost to members</p> <p>ADOC & REGAL All Customer Service Representatives have been trained to ensure that members are able to communicate their questions and or concerns in their language with the HANNA Interpreter Services.</p> <p>HPN has contracted “HANNA Interpreter Services” as the utilized company for interpretation services. HANNA Interpreter Services provides HPN members with over the phone Interpreting Services at free of charge to the Enrollees. Interpretation Services are offered 7 days a week 24 hours a day at 1-855-803-8250.</p> <p>PROCEDURE Customer Service Representatives are to follow the steps below in order to connect a member with an interpreter that can assist them in their threshold language:</p> <p>Incoming Queue Call</p> <p style="padding-left: 40px;">Customer Service Representative (CSR) identifies member to be a limited English speaker and or member requests a specific language when speaking with the CSR.</p> <p>Contacting HANNA Interpreter Services</p> <p style="padding-left: 40px;">Member is placed on a brief hold while CSR completes an outbound conference call to HANNA Interpreter Services. Below is the process for completing a conference call from the Cisco Telephone System:</p>	Contact the member's health network listed on the Cal Optima ID card. For members enrolled in Cal Optima Direct, call 1-714-246-8500.	Contact the member's health network listed on the Cal Optima ID card. For members enrolled in Cal Optima Direct, call 1-714-246-8500.	www.Caloptima.org, Cultural Linguistic@caloptima.org	N/A	1/18/2018



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Cal Optima		<ul style="list-style-type: none"> • Dial HANNA Interpreter Services at: (1-855-803-8250) • The language needed for interpretation • Your full name and call back number • Your department name • The member's full name • The member's ID number <p>Translation Services ISI. Inc. – Translation Services for Written Member Informing Materials (WMIM) and member specific language in NOA letters (818) 753-9181</p> <p>If the member is in CalOptima Direct, (N/A) Customer Service Dept. 714-246-8500. Prior authorization is not required. Have the following ready:</p> <ul style="list-style-type: none"> • Member's name, ID , gender, and age • Date and time of appt. • Language needed • Type of visit • Approximate duration • Type of visit • Name of doctor/ facility • Address and phone number of appointment/location 					
Care1st	English, Spanish, Arabic, Armenian, Farsi, Korean, Chinese, Khmer (Cambodian), Russian,	<p>Telephonic /Face to Face Interpreters Call Care 1st Member Service Dept. during business hours: <i>Medi-Cal (All counties)</i> 1-800-605-2556 <i>Medicare & Commercial (All counties)</i> 1-800-544-0088 <i>Cal Medi Connect (All counties)</i> 1-855-905-3825 In case of emergency or after business hours for American Sign Language (ASL) interpreter, please call: Life Signs at 1-800-633-8883</p>		Contact Member Services Dept.	www.care1st.com	N/A	1/18/2018



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Care 1 st	Tagalog, and Vietnamese	<p>Please allow at least 5-7 business days for the request of face-to-face interpretation, and at least 14 business days for sign language assistance.</p> <p>Call Pacific Interpreters for After business hours: All counties (Access code: 828201) 1-877-904-8195. Have following information ready:</p> <p>A Pacific Interpreters Customer Service Agent will ask for the following information:</p> <ul style="list-style-type: none"> • ACCESS CODE Los Angeles (ACCESS CODE: 840609) • Members first and last name and ID number • Language needed • Is this a Medi-Cal/Medicare/Dual Demo or Commercial Member <p><u>When your office staff need to communicate with the hard-of-hearing or deaf patients,</u> please call California Relay Service: <i>English</i> 1-888-877-5379 <i>Spanish</i> 1-888-877-5381 When your hard-of-hearing or deaf patients need assistance to call your office or Care1st, please dial 1-800-735-2929 (Los Angeles) or 711 and 1-866-461-4288 (San Diego).</p> <p>All requests must be made with advance notice (amount of days may vary based on the company), please contact Care1st Member Services Department for further assistance:</p> <p>Please contact Care1st Member Services Department at least 48 Hours in advance if the appointment has been CANCELLED or RESCHEDULED.</p> <p>- <i>If your office has After Hours Answering Services:</i> Please ensure that their staff members can speak languages other than English; Please ensure that they</p>					



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Care 1 st		<p>know how to connect to an interpreter over the telephone.</p> <ul style="list-style-type: none"> - <i>If your office has On-Call Physicians/Nurses:</i> Please ensure that they know how to connect to an interpreter over the telephone. - <i>If your office has an answering machine:</i> Please let the patients know that they need to call Pacific Interpreters. <p>Alternative Format To request materials in another language or in an alternative format, Braille, Electronic Text File, Audio, or Large Print after format. Please contact Care1st C&L Department at 1-800-605-2556.</p>					
Central California Alliance for Health	Spanish	<p>Medi-Cal, Medi-Cal Access Program (MCAP), In-Home Supportive Services (IHSS)</p> <p>Telephonic Interpreter Services: (855) 469-5222 Telephonic Indigenous Interpreting: (855) 662-5300 Face-to-Face Interpreting Services: (800) 700-3874 ext. 5580</p>	Member Services Dept.: 800-700-3874, ext. 5508 or 831-430-5508	Point of Contact: Health Education Coordinator III, Alliance Health Education Line (800) 700-3874, ext. 5580	<p>www.ccah-alliance.org</p> <p>Point of Contact: Health Education Coordinator III, Alliance Health Education Line (800) 700-3874, ext. 5580</p> <p>Provider Information: Cultural and Linguistic Services Program: www.ccah-alliance.org/cultural_linguistic.html</p> <p>Member Information: Language Assistance: www.ccah-alliance.org/languages.html</p>	Mary Bahni, Provider Services Dept.: mbahni@ccah-alliance.org	1/17/2018



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					Asistencia de Lenguaje (Spanish): www.ccah-alliance.org/otraslinguas.html Kev Pab Txhais Lus (Hmong): www.ccah-alliance.org/languages/HM.html		
Cigna	Spanish Chinese-traditional	<p>– Cigna does not delegate interpreter services to medical groups</p> <p>– Cigna offers free telephonic interpretation for Cigna LEP participants through our language service vendor.</p> <p>– The Cigna Reference Guide for California provides interpreter access instructions (as outlined below).</p> <p>– To engage an interpreter once the Cigna participant is ready to receive services, please call toll free at 1.800.806.2059. You will be asked to confirm eligibility to access interpretation services:</p> <p>– Once eligibility is verified, you will be connected with the language vendor.</p> <p>– The language vendor will collect information that is required for regulatory reporting.</p> <p>– It is not necessary to arrange for these services in advance.</p> <p>Telephonic Interpreters Call 1-800-806-2059.</p> <ul style="list-style-type: none"> You will need the member's Cigna ID number, member date of birth 	N/A	Cigna California Language Assistance Program: https://www.cigna.com/healthcare-professionals/resources-for-health-careprofessionals/clinical-payment-and-reimbursement-policies/claim-policies-proceduresand-guidelines/	<p>Provider Reference Manual</p> <p>Cigna California Language Assistance Program: https://www.cigna.com/healthcare-professionals/resources-for-health-careprofessionals/clinical-payment-and-reimbursement-policies/claim-policies-proceduresand-guidelines/</p>	N/A	1/17/2018



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Cigna		<ul style="list-style-type: none"> • your TAX ID number • (or NCPDP for pharmacist) to confirm eligibility and access interpretation services. It is not necessary to arrange for these services in advance. <p>If the member is having difficulty understanding English, we offer language assistance and interpretation services at no cost to you. For help, please call the Customer Service number on the back of your ID card. If the member is unable to locate their ID card, in the U.S. please call 1.800.244.6224.</p>					
Easy Choice Health Plan		<p>In order to provide care to all eligible members in the language that the beneficiary is most comfortable with, Easy Choice Health Plan has representatives who are fluent in Spanish, Korean, Vietnamese, Mandarin and English available onsite, and has contracted with Language Select for other languages.</p> <p>Telephonic Interpretation English: We have free interpreter services to answer any questions you may have <i>about our health or drug plan</i>. To get an interpreter, just call us at 1 866-999-3945. Someone who speaks English/Language can help you. This is a free service.</p> <p>When a member needs to interact with the customer service department and does not speak a language in which the other party is fluent, the Language Line Service is to be utilized.</p> <p>Member Complaints & Grievances The Customer Services Department is designed to assist members in obtaining health services according to their needs. If a member has a complaint regarding Easy Choice Health Plan or any of its contracted providers, they may contact Customer Services toll free at (866) 999-3945.</p>	N/A	1 (866)-999-3945	Provider Manual	N/A	1/18/2017



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Health Net of California, Inc.	Oral translations in all languages, print translations Spanish and Chinese	<p>LINE OF BUSINESS HMO, HSP, PPO, EPO, POS, Medicare Supplemental members - 1(800) 641-7761 M-F 8 AM - 6PM After hours and weekends 1(800) 546-4570 M-F 6 PM - 8AM including Weekends and Holidays Medicare Advantage 1(800) 929.9224 M – F 8AM – 5PM Medi-Cal - 1(800) 675.6110 24 hours a day seven days a week Covered California - 1(888)926.2164 M – F 8AM -6PM 1(800)546.4570 After Hours M-F 6PM to 8AM including Weekends and Holidays Cal Medi-Connect – Los Angeles Interpreter Services: (855) 464-3571 (24 hours a day/7 days a week) Cal Medi-Connect – San Diego Interpreter Services: (855) 464-3572 (24 hours a day/7 days a week) Face to Face Appointments You may request an interpreter by calling the appropriate telephone numbers below or the number on the member’s identification (ID) card a <i>minimum of three days prior to the appointment.</i> Have available:</p> <ul style="list-style-type: none"> • Member ID number • Language needed when calling. 	Translation access questions contact Diana M. Carr, C&L services at 818 543 9102.	(800)-522-0088 Customer Contact Center, after hours and weekends 800-546-4570	Provider Manual	N/A	1/17/18
Inland Empire Health Plan	Spanish	<p>Telephonic Interpreter Call Member Services at 1-800-440-IEHP (4347) for telephone interpretation, 24/7</p> <p>Face to Face Interpreter Call IEHP Member Services at least 5 working days before the scheduled appointment to make arrangements for a foreign language or sign language interpreter. To cancel your request, call at least 2 days before your Doctor visit.</p> <p>TTY users, please call 1-800-718-4347 Mon-Fri 8am – 5pm</p>	IEHP Policy and Procedure Manual Medicare Dual Choice MA_09A.	Member Services – Scheduling, Gabriel Uribe – Operations uribe-g@iehp.org	https://ww3.iehp.org	N/A	6/10/2016



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<p>Inter Valley Health Plan</p>	<p>Spanish</p>	<p><u>Interpretation Services</u> It is the provider group’s responsibility to pay and arrange assistance for members who require interpretation and translation services. Inter Valley Health Plan contracts with vendors to provide interpretation and translation services to accommodate the hearing/speaking impaired or language barrier.</p> <ul style="list-style-type: none"> • <u>Provider groups</u> are welcome to utilize the Plan’s vendors, but <u>remain responsible for all incurred costs.</u> • Provider groups are also welcome to utilize their own vendors. <p><u>Telephonic Interpreter:</u> You may contact Life Signs, Inc. to establish an account as follows during business hours of Mon-Fri 8:30-5:00pm excluding weekends and all state holidays. <i>LA County:</i> 1-323-550-4210 or 1-888-930-7776 <i>Riverside/San Bernardino Counties:</i> 1-951-275-5035 <i>Afterhours/ Emergency - Monday – Friday</i> after 5:00pm and before 8:30am, weekends and holidays 1-800-633-8883</p> <p>When requesting an interpreter, generally the request should be made 3 to 5 working days in advance and the following is required:</p> <ul style="list-style-type: none"> • Name • Address • Contact person • Phone number • Situation and billing information including an authorizing person and phone number. <p><u>Alternative Formats</u> Alternate Formats and languages are available. Please call 1-800-251-8191 or TTY 711.</p>	<p>Translation Services Inter Valley Health Plan contracts with Language Translation, Inc. (Speakeasy) to provide access in moments to language interpreters who interpret from English into as many as 240 languages, 24 hours a day, 365 days a year. To access Language Translation, Inc. (Speak Easy), and establish an account, call 1-877-626-0684.</p>	<p>N/A</p>	<p>https://www.ivhp.com</p>	<p>N/A</p>	<p>11/21/2016</p>



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LA Care	Spanish Chinese Armenian Arabic Farsi Cambodian Khmer Korean Russian Tagalog Vietnamese	<p><u>Telephonic Interpreting Services</u> Call 1-888-930-3031 and provide the following information to an operator to be connected with an interpreter:</p> <ul style="list-style-type: none"> Member name and ID Language requested Medical board license number 	<p>Translation Services (PPGs) Members have the right to receive written informing materials in their preferred threshold language. PPGs are delegated to translate any written informing materials that they generate, including member specific information in the Notice of Action letters.</p>	<p>For more information about any of these services, contact LA Care's C & L Services at CLServices@lacare.org</p>	<p>CLStrainings@lacare.org</p>	<p>N/A</p>	<p>1/8/2017</p>
		<p><u>Face to Face Interpreting Services</u> Call Member Services to request an interpreter at least 10 business days prior to the medical appointment: <i>Medi-Cal Health Kids PASC-SEIU: 1-888-839-9909</i> <i>Cal Medi Connect: 1-888-522-1298</i> <i>LA Care Covered: 1-855-270-2327</i></p> <p>Provide the following information: <i>Patient Information</i></p> <ul style="list-style-type: none"> Members name, & LA CARE ID Language requested Preferred gender of interpreter <p><i>Appointment Information</i></p> <ul style="list-style-type: none"> Date, time and duration of appointment Doctor's name Address and phone number Purpose of appointment <p>TTY: Dial 711 to access the California Relay Services</p>					
Molina Healthcare of California	Arabic Chinese Hmong Russian Spanish Vietnamese Tagalog	<p>Molina provides free 24-hour access to interpreter services for members with limited English proficiency.</p> <p><u>Telephonic Interpretation</u></p> <ul style="list-style-type: none"> Please call Molina's Member Services Department to arrange for this service: <ul style="list-style-type: none"> o For <i>Medi-Cal members</i> contact Member Services at (888) 665-4621 (Monday-Friday, 7am-7pm) 	<p>Call Molina Healthcare Member Services: 1-888-665-4621</p>	<p>Victoria Luong, 562-901-1032</p>	<p>www.molinahealthcare.com</p>	<p>Provider Services Rep.</p>	<p>1/27/2017</p>



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Health Plan Language Assistance

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<p>Molina HealthCare</p>		<ul style="list-style-type: none"> o For <i>Covered California</i> (Marketplace) members contact Member Services at: (888) 858-2150 (Monday-Friday, 8am-6pm) o For <i>Medicare members</i> contact Members Services at (800) 665-0898 (Monday-Friday, 8am-8pm) o For <i>Cal MediConnect (Duals)</i> members contact Member Services at (855) 665-4627 (Monday-Friday, 8am-8pm) <ul style="list-style-type: none"> • For after hours and weekends, please call Molina’s Nurse Advice Line [English (888) 275-8750 or Spanish (866) 648-3537] to arrange for this service. • To speak to members who are deaf, hard of hearing, or have a speech difficulty, Providers may use the California Relay Service. Dial 711 and give the Relay Operator (RO)/Communication Assistant (CA) the member’s area code and telephone number. The RO/CA will connect and communicate via the member’s preferred type of communication (TTY, VCO, Internet, ASCII, etc.). <p><u>Sign Language Interpretation</u> Sign Language interpretation is available for member’s clinical appointments at no cost.</p> <ul style="list-style-type: none"> o Please call Molina’s Member Services Department to request a sign language interpreter. Please refer to the phone numbers listed above to contact Member Services. o Requests may also be sent via email to MHC-Interpreters@molinahealthcare.com. • We recommend that provider offices give at least three to five business days’ notice so that an interpreter can be identified for the appointment. Sign language interpreters are in high demand and may require at least five business days’ notice. • Molina cannot guarantee the availability of an interpreter at all times, however we will try our best to have an interpreter at the member’s appointment. <p><u>Alternative Format</u></p>					



2018 HERITAGE PROVIDER NETWORK

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		To get information and other health education material in an alternate format. Call (888) 665-4621; TTY (800) 479-3310 for any other material or format not listed					
SCAN	Spanish (all counties) Chinese (San Francisco)	<p><u>Telephonic and In – Person Interpreters</u> SCAN provides over-the-phone and in-person interpreter services for our members’ appointments. These services can be requested by calling Member Services at (800) 559-3500 (TTY User: 711) (8am-8pm), 7 days a week October 1 to February 14, 8am-8pm February 15 to September 30, 8am – 8pm M-F</p> <ul style="list-style-type: none"> For over-the-phone translation, SCAN has Spanish-speaking Member Service Advocates on-staff. To connect the member to an interpreter for other languages, press 2 for a list of available languages. For in-person appointments, SCAN offers free translation services for members in several languages, including American Sign Language. Members should call to request this service at least 72 hours before the scheduled appointment TTY: Dial 711. The representative will provide access to telephonic interpreters or schedule an appt. requiring a face to face interpreter. 	Please call our Member Services number at 1-800-559-3500, 8:00 A.M. – 8:00 P.M., seven days a week	Please call our Member Services number at 1-800-559-3500, 8:00 A.M. – 8:00 P.M.	www.scanhealthplan.com	Kirsten Jorgensen, Regulated & Member Communications KJorgensen@scanhealthplan.com	1/17/2018
United Health Care	Spanish, Chinese (Traditional Chinese Characters)	<p><u>Telephonic Interpreters</u> To access and facilitate oral interpretation services for members needing language assistance in any language, select the phone number below (based on the member’s health plan or language preference) to conference in an interpreter:</p> <p><i>United Healthcare of California Signature Value (HMO): 800-624-8822, TDHI: 800-442-8833 English (and All Other Languages)</i></p>	1-800-730-7270 Spanish; 1-800-938-2300 Chinese; 1-800-624-8822 English (and All Other Languages)	1-800-730-7270 Spanish; 1-800-938-2300 Chinese; 1-800-624-8822 English (and All Other Languages)	www.myuhc.com www.uhclatino.com www.uhcasian.com More program information: 1-800-752-6096	N/A	1/18/2018



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<p>United Health Care</p>		<p><i>United Healthcare Signature POS® (POS): 800-913-9133 TDHI 800-442-8833</i></p> <p>Spanish: 800-730-7270; TDHI: 800-828-1120 Chinese: 800-938-2300; TDHI: 800-828-1120</p> <p>Member Grievance Form Members may access a grievance form online at uhcwest.com. After logging in, the member can access the form two ways:</p> <ul style="list-style-type: none"> • Via a link from the Welcome page to the Online Grievance Form. • By clicking on the Library tab at the top of the Welcome page, then selecting "Grievance Form" from the sub-tabs on the left side of the page. 					



Interpreting Services (Providers)

No-cost interpreting services including American Sign Language are available to L.A. Care members 24 hours a day, seven days a week.

Provider Responsibilities - Important Regulatory Things to Remember

- Inform and offer no-cost interpreting services to patients.
- Post translated signage about no-cost interpreting services at key points of contact.
- Strongly discourage use of friends, family members and especially minors as interpreters except in emergency situations.
- Document patient’s preferred language in the medical record.
- Document patient’s request or refusal of interpreting services in the medical record after no-cost interpreting services are offered.
- Maintain appropriate qualifications on file for bilingual practitioners and staff who communicate with limited English proficient members in a language other than English. If they are not assessed and qualified, use no-cost interpreting services offered by L.A. Care.

Face-to-Face Interpreting Services

- 1) Call L.A. Care’s Member Services (*see the phone numbers below*) to request an interpreter at least 10 business days prior to the medical appointment.

L.A. Care		Plan Partners	
Medi-Cal Healthy Kids PASC-SEIU	1-888-839-9909	Anthem Blue Cross	1-888-285-7801
Cal MediConnect	1-888-522-1298	Care1st	1-800-605-2556
L.A. Care Covered	1-855-270-2327	Kaiser Permanente	1-800-464-4000

- 2) Provide the following information:

Patient Information

- Patient’s name
- L.A. Care member ID number
- Language requested
- Preferred gender of interpreter

Appointment Information

- Date, time and duration of appointment
- Doctor’s name
- Address and phone number
- Purpose of appointment

- 3) If the appointment date/time is changed or canceled, call L.A. Care as soon as possible.

Telephonic Interpreting Services

- 1) Dial **1-888-930-3031**.
- 2) Provide the following information to an operator to be connected with an interpreter:
 - Language requested
 - L.A. Care member ID number
 - Medical board license number
- 3) Provide the interpreter with the purpose of the call before dialing the patient.
- 4) Dial the patient into the call.
 - Operators can provide dial-out services and identify the patient’s language if needed.



When You Identify a Limited English Proficient Patient

Offer interpreting services to a patient in a respectful manner when you notice:

- Patient is quiet or does not respond to questions.
- Patient simply says yes or no, or gives inappropriate or inconsistent answers to your questions.
- Patient may have trouble communicating in English or you may have a very difficult time understanding what they are trying to communicate.
- Patient self identifies as LEP by requesting language assistance.

How to Work Effectively with Interpreters

Speaking to patients using interpreters is slightly different from speaking to patients directly. Here are useful tips to make your interpreted encounters go smoothly:

- Expect and allow more time for interpreted medical appointments.
- Talk directly to a patient.
- Speak in a normal voice, not too fast or too loud.
- Be brief and use plain language.
- Avoid acronyms, medical jargon, and technical terms.
- Pause after a short sentence for an interpreter to interpret.
- Don't say anything you don't want a patient to hear.

Communication for Deaf and Hard of Hearing

Dial **711** to access the California Relay Services. It is a no-cost relay services provided by the Federal Communications Commission.

C&L Tools

The following C&L tools are available from:

[HECLS Provider Portal \(to order\)](https://external.lacare.org/HealthForm/)

<https://external.lacare.org/HealthForm/>

- Interpreting services poster
- Telephonic interpreting card
- C&L provider toolkit

[L.A. Care Website - Provider Forms Page \(to download\)](http://www.lacare.org/providers/provider-resources/provider-forms)

<http://www.lacare.org/providers/provider-resources/provider-forms>

- ICE employee language skills assessment tool
- Referral form (for C&L appropriate community services)
- Preferred language label
- Interpreting request/refusal label

C&L Trainings

The following trainings are offered to our network providers at no cost. Contact CLStrainings@lacare.org to schedule your training. They are available as instructor-led classroom trainings or via the online learning management system.

- Cultural Competency
- Disability Awareness
- Communicating Through Healthcare Interpreters (*CME – physicians only*)

C&L Contact

For more information or any questions about the L.A. Care's C&L services, contact CLServices@lacare.org.



Cultural and Linguistic Provider Training

L.A. Care's Cultural and Linguistic Services Unit can assist providers in delivering patient centered care to culturally and linguistically diverse patient populations through provider education program.

L.A. Care offers an array of educational sessions which are free to network providers. These workshops are available in person or online for your convenience.

Cultural Competency

1 hour, classroom or online

This course is for providers, front and back office staff. Learn how to provide care more effectively to culturally diverse patients. This course explores cultural awareness, communication style, and examines the skills and steps to achieve cultural competency as well as language assistance services and the importance of using qualified interpreters.

Disability Sensitivity

1 hour, classroom or online

This course is for providers, front and back office staff. Learn how to meet their unique needs of seniors and people with disabilities and ensure equal access to health care. This course explores "people" first language and examines accommodations to assist them.

Communicating Through Healthcare Interpreters

2 hours, online

This CME course is for physicians. Learn how to reduce doctor-patient language barriers and work effectively with in-person and telephonic interpreters. The first 25 physicians to register and complete the course will receive a \$100 stipend.

Please contact CLStrainings@lacare.org to schedule a classroom session or obtain a registration code for online courses.