



Provider Responsibilities-Cultural and Linguistic Services

Dear Provider:

The following guide summarizes all regulatory agency requirements including Title VI of the Civil Rights Act of 1964, Department of Health Care Services (DHCS) contractual requirements, Medi-Cal Managed Care Division (MMCD) Policy letters, the Centers for Medicare & Medicaid Services (CMS) and the National Committee for Quality Assurance (NCQA).

Please call **Liza Johnson of Preferred IPA at 818-265-0800, x232** if you need clarification or tools to implement these requirements.

County Threshold languages

Los Angeles County			
English	Arabic	Armenian	Chinese
Cambodian	Farsi	Korean	Russian
Spanish	Tagalog	Vietnamese	

Language Preference

Record each patient’s language preference in his medical record.

Interpreter Services Poster

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.

Free Interpreter Services

The health plans provide over-the-phone, face-to-face and American Sign Language interpreter services for patients who are LEP, hard-of-hearing or deaf. These services are free to you and your patients.

❖ Patients who are LEP

- **Over-the-phone interpreter services:** These services are available 24 hours a day, 7 day a week. **The attached matrix provides the phone numbers to get an interpreter on the phone for all Preferred IPA-contracted plans.** Also, please refer to the Care1st “Protocol for How to Access Interpreting Services” sheet.
- **Face-to-face interpreter services:** Call the **Member Services Department of the health plan.** Requests must be made with advance notice (amount of days varies depending on the interpreter vendor).

❖ Patients who are hard-of-hearing or deaf

- **To communicate over the phone:** You can place calls and receive calls from patients using the California Relay Service (CRS) by dialing 711. The CRS is free and available 24 hours a day, 7 days a week.
- **American Sign Language onsite interpreter services:** Call the **Member Services Department of the health plan.** Requests must be made with advance notice (amount of days varies depending on the interpreter vendor).

For questions about interpreter services after business hours, call Liza Johnson at 818-265-0800, x232. Additionally, please ensure the following:

- ❖ Your after-hours Answering Services staff and on-call physician/nurses know how to connect with over-the-phone interpreter services and CRS. Please refer to the “Protocol for How to Access Interpreting Services” sheet.
- ❖ Your answering machine message instructs patient to call their Health Plan to connect with interpreter services.

Request or Refusal of Interpreter Services

- ❖ Discourage patients from using friends and family members as interpreters. Do not use minors to interpret unless there is an emergency.
- ❖ If a patient requests or refuses interpreter services after being informed of his right to free interpreter services, file a completed “Request/Refusal Form for Interpreter Services” in his medical chart. These forms are available in a variety of languages, including threshold languages. Please call Liza Johnson at 818-265-0800, x232 to request these forms.

Cultural & Language Related Complaints and Grievances

Your patients have a right to file a complaint and grievance if they feel their cultural or language needs are not met in your office. Grievance forms are available in a variety of languages, including county threshold languages. Please call Liza Johnson at 818-265-0800, x232 to request these forms.

Referrals to Culturally Appropriate Community Resources & Services

If a patient needs services from a community based organization or a social service agency, please visit www.HealthyCity.org or use the Care1st Community Resource Directory to locate resources. The Care1st Community Resource Directory is available on the Care1st website. Please document the referral in the patient’s record.

Bilingual Providers & Staff

Providers and staff who communicate with patients 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, either of the following should be kept on file bilingual Providers and staff:

- ❖ Completed language capability self-assessment form. Providers and staff may use the ICE “Provider & Staff Language Capability Self-Assessment” form. This form is available on the ICE and Care1st website.
 - Those who report limited bilingual capabilities should not act as interpreters or communicate with patients in a language other than English.
- ❖ Certification of language proficiency or interpretation training (i.e. resume or curriculum vitae, which includes number of years worked as interpreter).

Availability of member materials in threshold languages and alternative formats

Patients may request materials in their preferred language and in an alternative format. Alternative formats include audio, Braille and Large Print. Please call Liza Johnson at 818-265-0800, x232 for assistance. You may download materials from www.care1st.com.

Cultural Competency Training

We encourage you and your staff to attend disability sensitivity and cultural awareness/competency training programs. These trainings can help enhance your interpersonal and intra-cultural skills, which can improve communication with your culturally diverse patients, including Seniors and People with Disabilities. Programs are available through Care1st, L.A. Care and other agencies.



Preferred IPA

Over-the-Phone* Interpreter Services Matrix

Health Plan	Telephone interpreter	Access code
Alignment Health Plan	1-866-634-2247	n/a
Anthem Blue Cross	1-888-285-7801	n/a
Blue Shield Medicare Advantage	1-800-541-6652	n/a
Brand New Day	1-866-255-4795	n/a
Care1st Medi-Cal & Cal MediConnect- Pacific Interpreters-Language Line Vendor phone number	1-877-904-8195	840609
Easy Choice	1-866-999-3945	n/a
Health Net Medi-Cal	1-800-675-6110	n/a
Health Net Medicare Advantage	1-800-275-4737	n/a
Health Net Cal MediConnect	1-855-464-3571	n/a
Humana	1-800-457-4708	n/a
LA Care Medi-Cal, LA Care Covered California & CMC- Language Select- Language Line Vendor phone number	1-888-718-4366	n/a
Molina Medi-Cal	1-888-665-4621	n/a
Molina Covered California (Marketplace)	1-888-858-2150	n/a
Molina Cal MediConnect	1-855-665-4627	n/a

***Face-to-face interpreter services:** Call the **Member Services Department of the health plan.** Requests must be made with advance notice (amount of days varies depending on the interpreter vendor).

Patients who are hard-of-hearing or deaf:

- ❖ **To communicate over the phone:** You can place calls and receive calls from patients using the California Relay Service (CRS) by dialing 711. The CRS is free and available 24 hours a day, 7 days a week.
- ❖ **American Sign Language (ASL) onsite interpreter services:** Call the **Member Services Department of the health plan.** Requests must be made with advance notice (amount of days varies depending on the interpreter vendor).

PROTOCOL FOR HOW TO ACCESS INTERPRETING SERVICES

(Face-to-Face, Over-the-Phone & American Sign Languages)

Why Care1st provides Free Interpreting Services?

“Federal Law requires that health care providers who see all government programs members provide free language assistance to limited English proficient (LEP) and hard-of-hearing or deaf persons. In order for you to meet this legal requirement, Care1st Health Plan is providing Over-the-Phone, Face-to-Face and American Sign Language (ASL) interpreting services at no cost to Care1st providers and members.”

When is Over-the-Phone Interpreting Services recommended?

- ◆ When you identify a patient as being limited English proficient (LEP) and the patient is already present at the office, telephone interpretation should be used immediately to avoid any delay in service.
- ◆ Telephone interpretation is available 24 HOURS A DAY, 7 DAYS A WEEK.
- ◆ When a LEP patient requests it.

A DURING BUSINESS HOURS:

1. Call Care1st Member Service Department

Medi-Cal (All counties).....**1-800-605-2556**
Medicare & Commercial (All counties).....**1-800-544-0088**
Dual Demo (All counties).....**1-855-905-3825**

OR

2. Call Pacific Interpreters

Alameda.....(ACCESS CODE: 845311) ...**1-877-904-8195**
Los Angeles(ACCESS CODE: 840609) ...**1-877-904-8195**
San Diego(ACCESS CODE: 838600) ...**1-877-904-8195**
San Francisco .(ACCESS CODE: 845310)....**1-877-904-8195**
San Joaquin....(ACCESS CODE: 842613)....**1-877-904-8195**
Santa Clara.....(ACCESS CODE: 841676)....**1-877-904-8195**
Stanislaus(ACCESS CODE: 842615)....**1-877-904-8195**
Texas.....(ACCESS CODE: 846273) ...**1-877-904-8195**

B AFTER BUSINESS HOURS:

1. Call Pacific Interpreters

All counties (ACCESS CODE: 828201) ... **1-877-904-8195**

- A Pacific Interpreters Customer Service Agent will ask for the following information:

- ACCESS CODE
- Member's First & Last Name & Care1st ID#
- Language Needed
- Is this a Medi-Cal/Medicare/Dual Demo or Commercial Member?

2. If your office has After Hours Answering Services: Please ensure that their staff members can speak languages other than English; Please ensure that they know how to connect to an interpreter over the telephone.

3. If your office has On-Call Physicians/Nurses: Please ensure that they know how to connect to an interpreter over the telephone.

4. If your office has an answering machine: Please let the patients know that they need to call Pacific Interpreters.

When are Face-to-Face and American Sign Language interpreting services recommended?

- ◆ To explain complex medical consultation or education (i.e. medical diagnosis, treatment options, insulin instructions, etc.) to a LEP or a hard-of-hearing or deaf member.
- ◆ When a LEP patient requests it.

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:

Medi-Cal	1-800-605-2556
Medicare & Comercial	1-800-544-0088
Dual Demo	1-855-905-3825

When is LifeSigns (American Sign Language) recommended?

- ◆ In case of emergency or after business hours for American Sign Language (ASL) interpreter, please call: LifeSigns at 1-800-633-8883

Please contact Care1st Member Services Department at least 48 Hours in advance if the appointment has been CANCELLED or RESCHEDULED.

When is California Relay Service (TTY/Telecommunication Device for Deaf - TDD) recommended?

- ◆ When your office staff need to communicate with the hard-of-hearing or deaf patients, please call California Relay Service:
English 1-888-877-5379
Spanish 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)**.

PLEASE KEEP IN MIND

1. Always document the member's preferred language in the member's medical record.
2. Always document the request or refusal of interpreting services in the member's medical record.
3. Always post an "Interpreting Services Signs" at key medical and non-medical points of contact.
4. Please discourage patients of using friends and family members as interpreters unless the member requests it after being informed about the availability of the free interpreter services.