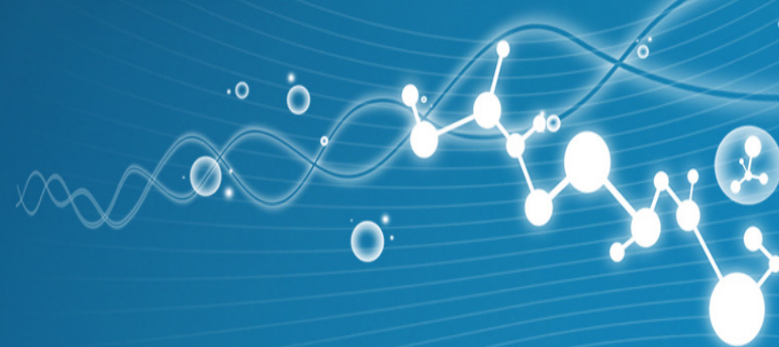


# 2021 Health Plan Language Assistance



HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS (Vital Non-Standard Documents)	PLAN CONTACT (interpreter/ translation)	ADDITIONAL RESOURCES	LAST UPDATE
Aetna	There is no charge for this interpretation service. Members and Providers can call 1-877-204-9186. Members can also request interpretation services by calling the number on their ID card.			<a href="http://www.aetna.com/">http://www.aetna.com/</a>	06/11/2021
Alignment	To access Alignment’s interpreter services for Members, please contact Member Services at E: 866-634-2247 SP: 877-399-2247 7 (seven) days prior to the service. Hours are 8:00 a.m. to 8:00 p.m., - 7 days a week		Member Services 1-800-634-2247		6/11/2021
Anthem Blue Cross	<p><b>Telephone Interpreters :</b> For members whose primary language isn’t English, Anthem offers free language assistance services through interpreters. Members can call the Anthem Member Services number on their member’s ID card (TTY/TDD: 711) during regular business hours. After regular business hours, telephonic interpreter services are available through the 24/7 NurseLine. If you would like to access an interpreter on behalf of your member, please contact 1-800-677-6669.</p> <p><b>Face to Face Interpreter Requests :</b> including sign language Patients can request to have an interpreter assist at your office. This request may be made in advance, or when the patient is in the office. Providers may make these requests on behalf of patient. Seventy-two business hours are required to schedule services, and 24 business hours are required to cancel. <b>Written materials:</b> Are translated upon request Materials that are member-specific, for example, denial, delay, or claims letters are sent in English with the offer of translation when requested. Requested translated materials are sent to the member no later than 21 days from the request date. Physicians and other health care professionals should advise their patients to call Anthem toll-free at 1-888-254-2721 to request translated materials..</p>	<p><b>Translation</b> To ensure the timely translation of materials, encourage the Member to contact Anthem Blue Cross by calling 1-888-254-2721.</p> <p><b>Providers contact on members behalf</b> Physicians and other health care professionals can call Anthem Blue Cross at 1-800-677-6669 to request translation on the Covered Individual’s behalf. Urgent requests are handled within one business day and non-urgent requests are handled within two business days. A copy of the document is required in order to complete the translation request.</p>	1 800-677-6669	<a href="https://providernews.anthem.com/california/article/anthem-blue-cross-language-assistance-program-no-interpreter-no-problem">https://providernews.anthem.com/california/article/anthem-blue-cross-language-assistance-program-no-interpreter-no-problem</a>	06/14/2021
Blue Shield of California	To request written language translation in Chinese (traditional), Spanish or Vietnamese, our "threshold languages," download our Language Assistance Request form to complete and fax to the Blue Shield Translation Liaison at (248) 733-6331. If you need support, call Blue Shield of California Promise Health Plan Member Services. Please allow at least 5 to 7 business days for the request of a face-to-face interpreter, and at least 14 business days for sign language help. Phone, Los Angeles County:(800) 605-2556 [TTY: 711], 24 hours a day, seven days a week.		(800) 605-2556	<a href="https://www.blueshieldca.com/bsca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/patient_care_resources/language_assistance">https://www.blueshieldca.com/bsca/bsc/wcm/connect/provider/provider_content_en/guidelines_resources/patient_care_resources/language_assistance</a>	06/14/2021

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS (Vital Non-Standard Documents)	PLAN CONTACT (interpreter/ translation)	ADDITIONAL RESOURCES	LAST UPDATE
<b>Blue Shield CA Promise</b>	<p>24/7 after-hours interpreting services This service is available at no cost to members and providers. You should not use friends, family members, and minors as interpreters. If you need support, call Blue Shield of California Promise Health Plan Member Services. Please allow at least 5 to 7 business days for the request of a face-to-face interpreter, and at least 14 business days for sign language help. Phone, Los Angeles County:(800) 605-2556 [TTY: 711], 24 hours a day, seven days a week. DURING BUSINESS HOURS:1.Call Blue Shield of California Promise Health Plan Member ServicesDepartment 1-800-605-2556 Medi-Cal (All counties) 1-800-544-0088 Medicare (All counties) 1-855-905-3825 Dual Demo (All counties)</p>		<p>Member ServicesDepartment  1-800-605-2556 Medi-Cal 1-800-544-0088 Medicare 1-855-905-3825 Dual Demo</p>		6/15/2021
<b>Brand New Day</b>	<p>Members can request interpreting services by calling 1-800-726-9891. 24 hours a day</p>				06/17/2021
<b>Central Health Plan</b>	<p>Call CHPS directly and the plan will get a interpreter on the line Call in when ready to see Doctor  Call Member Services at 1 866-314-2427 Monday – Friday 7:00am – 7:00pm Email: <a href="mailto:mbrsvcs@centralhealthplan.com">mbrsvcs@centralhealthplan.com</a></p>		<p>Member Services 1 866-314-2427</p>		06/17/2021
<b>Cigna</b>	<p>Members can call Customer service to request interpreter services. Must call interpreter while on the line with the member – call day of appointment. Available 24 hours - Cigna Customer services: 800-244-6224</p>		<p>Customer services: 800-244-6224</p>		06/17/2021
<b>Well Care of California Formerly Easy Choice</b>	<p>IPA shall provide 24 hour access to interpreter services. Please call (626) 282-0288 for member services. Monday - Friday 9AM - 5PM</p>				6/28/2021

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS (Vital Non-Standard Documents)	PLAN CONTACT (interpreter/ translation)	ADDITIONAL RESOURCES	LAST UPDATE
Health Net	<p>Member &amp; Providers can request interpreter services from Member Services</p> <ul style="list-style-type: none"> <li>- Offer interpreter services</li> <li>- Please call 1-800-675-6110 - 24/7 call</li> <li>- Members can request these service within 5 business days of face to face or teleconference</li> </ul> <p>C&amp;L Dept: cultural.and.linguistic.services@healthnet.com P: 800-977-6750</p>		Member Services 1-800-675-6110		6/21/2021
Humana	<p>To speak with an interpreter, request assistance or report a problem, please visit our Humana Customer Care page, call the number on the back of your member ID card (TTY: 711) or call 877-320-1235, option 9 (TTY: 711). Hours of operation: 8 a.m. – 8 p.m., Eastern time.</p>			<a href="https://www.humana.com/member/using-a-health-insurance-plan/communication-assistance">https://www.humana.com/member/using-a-health-insurance-plan/communication-assistance</a>	06/28/20201
IEHP	<p><b>Telephonic Interpreter and Alternative Formats</b></p> <p>Call Member Services at 1-800-440-IEHP (4347) Duals Member Services at 1-877-273-4347</p> <p>All requests for interpretation services must be scheduled and authorized by IEHP.</p> <ul style="list-style-type: none"> <li>• In-Person Interpreter: A notice of at least five (5) working days is required for an interpreter request for a routine medical appointment.</li> </ul> <p>For telephone interpretation services, 24 hours a day, 7 days a week, call IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347).</p>		Member Services 1-800-440-4347	<a href="http://www.iehp.org">www.iehp.org</a> > <a href="#">For Providers &gt;</a> <a href="#">Plan Updates &gt;</a> <a href="#">Correspondences.</a>	4/16/2021
LA CARE	<p>Language assistant/translator/interpreter services would be covered through LA Care</p> <p>Please contact Member services phone: 888-839-9909.</p> <p>Member Services is available 24 hours a day, 7 days a week, including holidays.</p> <p>Please allow 3-5 days advance notice for non-urgent face to face request.</p>		<p>For more information about any of these services, contact LA Care's C &amp; L Services at</p> <p><a href="mailto:CulturalandLinguisticServices@lacare.org">CulturalandLinguisticServices@lacare.org</a>.</p>		1/16/2020

HEALTH PLAN	PLAN INTERPRETER ACCESS	PLAN TRANSLATION ACCESS (Vital Non-Standard Documents)	PLAN CONTACT (interpreter/translation)	ADDITIONAL RESOURCES	LAST UPDATE
Molina	<p><b>24 hours Access to Interpreters</b> Please call Molina' s Member and Provider Contact Center to arrange for this service: <b>Medi-Cal</b> members contact Member Services at (888) 665-4621 (Monday-Friday, 7am-7pm) <b>Medicare</b> members contact Members Services at (800) 665-0898 (Monday-Friday, 8am-8pm) <b>Cal Medi Connect</b> (Duals) members contact Member Services at (855) 665-4627 (Monday-Friday, 8am-8pm) <b>For after-hours and weekends</b>, please call Molina’s Nurse Advice Line English (888) 275-8750 or Spanish (866) 648-3537 to arrange for this service. <b>Sign Language Interpretation</b> 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>	<p>☐ Molina offers a variety of low literacy health education materials in English and Spanish at no cost to Providers or members. ☐ These materials can be accessed online at: <a href="http://1\1\1\1\1\1\1.molinahealthcare.com/providers/calmedicaid/comm/Pages/Health-Education-Materials.aspx">http://1\1\1\1\1\1\1.molinahealthcare.com/providers/calmedicaid/comm/Pages/Health-Education-Materials.aspx</a>. ☐ Upon request, Molina will translate existing health education materials into members’ preferred language. Please call the Member and Provider Contact Center.</p>			06/28/2021
Scan	<p>SCAN provides free interpreter services to Members. To access free interpreter services for Members, call the Provider Information Line, 24 hours a day at (877) 778-7226</p>			<p><a href="http://www.scanhealthplan.com">www.scanhealthplan.com</a> Provider Information Line 1(877) 778-7226</p>	6/28/2021
United	<p>United Healthcare of California provides free interpreter services to Members. Please call member services number behind members insurance card 866-633-2446. The number on the back card depends on the plan of the member - Commercial P: 800-842-5724 Once we have the member on line the plan will call the translator line – Members can call the same day. 24 hours a day</p>			<p><a href="https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice">https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notice</a></p>	6/28/2021



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, Medical Managed Care Division (MMCD) Policy letters, the Centers for Medicare & Medicaid Services (CMS) and the National Committee for Quality Assurance (NCQA).

Please call **Feodor Fermin at 626-282-0288** if you need clarification or tools to implement these requirements.

### County Threshold languages

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

We 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 days a week. Please refer to the attached "Protocol for How to Access Interpreting Services" sheet.
- **Face-to-face interpreter services:** Call **Feodor Fermin at 626-282-0288**. Requests must be made with an advance notice (5-7 business days).

#### ❖ 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 **Feodor Fermin at 626-282-0288**. Requests must be made with an advance notice (5-7 business days).

For **interpreter services after business hours**, call **Feodor Fermin at 626-282-0288**.

Additionally, please ensure the following:

- ❖ Your after-hours Answering Service staff and on-call physician/nurses know how to connect with over-the-phone interpreter services and CRS. Please refer to the attached “Protocol for How to Access Interpreting Services” sheet.
- ❖ Your answering machine message instructs patients 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 Interpretive Services” in his medical chart. These forms are available in a variety of languages, including threshold languages. Please call **Feodor Fermin at 626-282-0288** 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 **Feodor Fermin at 626-282-0288** 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](http://www.HealthyCity.org) or use the Blue Shield of California Promise Health Plan Community Resource Directory to locate resources. The Community Resource Directory is available on the 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 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 **Feodor Fermin at 626-282-0288**. You may download materials from Blue Shield Promise or LA Care Health Plan website. You can also call Blue Shield at (323) 889-6638 and for LA Care you can call (888) 839-9909.

### **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 Blue Shield of California Promise Health Plan, L.A. Care and other agencies.

Disability training on ADA/Sec.504 and Olmstead at

[www.blueshield.com/promise/media/pdf/cultural-and-linguistics/ADA\\_OlmsteadTraining.pdf](http://www.blueshield.com/promise/media/pdf/cultural-and-linguistics/ADA_OlmsteadTraining.pdf)

Cultural Competency training on "Making Difficult Conversations about Palliative Care Easier and Culturally Sensitive" at

[www.blueshieldca.com/promise/media/pdf/cultural-and-linguistics/makingdifficultconversationsaboutpalliativecareeasier.pdf](http://www.blueshieldca.com/promise/media/pdf/cultural-and-linguistics/makingdifficultconversationsaboutpalliativecareeasier.pdf)



## **Anthem Blue Cross' Language Assistance Program: No interpreter? No problem!**

Published: Sep 1, 2019 - **Administrative**

Anthem Blue Cross (Anthem) wants you to be able to communicate with your patients clearly and accurately.

- It's easy, it's free!
- No advance notice required
- All languages

For members whose primary language isn't English, Anthem offers free language assistance services through interpreters. Members can call the Anthem Member Services number on their member's ID card (TTY/TDD: 711) during regular business hours. After regular business hours, telephonic interpreter services are available through the 24/7 NurseLine. If you would like to access an interpreter on behalf of your member, please contact **1-800-677-6669**.

Please remember, in accordance with the California Language Assistance Program, you must notify Anthem members of the availability of the health plan interpreter services. You must also document a member's refusal of any needed interpreter services in his or her patient chart. Make sure to let your patients know that Anthem's Customer Service Representatives are available to help coordinate appointment scheduling through the interpreter services. Anthem does not delegate the provision of any Language Assistance services, below is what you can expect when accessing language services:

### **Telephone Interpreters**

Give the customer care associate the member's ID number.

Explain the need for an interpreter and state the language.

Wait on the line while the connection is made.

Once connected to the interpreter, the associate introduces the Anthem Blue Cross member, explains the reason for the call, and begins the dialogue.

### **Face-to-Face Interpreters Including Sign Language**

Members can request to have an interpreter assist at a doctor's office. This request may be made in advance, or when the member is in the office. Doctors may make these requests on behalf of members. Seventy-two business hours are required to schedule services, and 24 business hours are required to cancel

### **Written materials are translated upon request**

- Materials who are Covered Individual-specific, for example, denial, delay, or claims letters are sent in English with the offer of translation when requested.
- Requested translated materials are sent to the Covered Individual no later than 21 days from the request date.
- Physicians and other health care professionals should advise their patients to contact Anthem Blue Cross by calling **1-888-254-2721** to request translated materials.
- Physicians and other health care professionals can call Anthem Blue Cross at **1-800-677-6669** to request translation on the Covered Individual's behalf. Urgent requests are handled within one business day and non-urgent requests are handled within two business days. A copy of the document is required in order to complete the translation request.

**URL:** <https://providemews.anthem.com/california/article/anthem-blue-cross-language-assistance-program-no-interpreter-no-problem>

**Featured In:**

September 2019 Anthem Blue Cross Provider News - California

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Promise Health Plan

# PROTOCOL FOR HOW TO ACCESS INTERPRETING SERVICES

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

### Why does Blue Shield of California Promise Health Plan provide Free Interpreting Services?

"Federal Law requires that health care providers who see all government programs mem-bers 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, Blue Shield of California Promise Health Plan is providing Over-the-Phone, Face-to-Face and American Sign Language (ASL) interpreting services at no cost to Blue Shield of California Promise Health Plan 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.

### DURING BUSINESS HOURS:

#### 1. Call Blue Shield of California Promise Health Plan

##### Member Services Department

Medi-Cal (All counties).....1-800-605-2556  
 Medicare (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

### AFTER BUSINESS HOURS:

#### 1. Call Pacific Interpreters

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

- A Pacific Interpreters Member Services Agent will ask for the following information:

- ACCESS CODE
- Member's First & Last Name & Blue Shield of California Promise Health Plan ID#
- Language Needed

• Is this a Medi-Cal, Medicare, or Dual Demo 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.



Promise  
Health  
Plan

# PROTOCOL FOR HOW TO ACCESS INTERPRETING SERVICES

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

## 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 Blue Shield of California Promise Health Plan Member Services Department for further assistance:

Medi-Cal	1-800-605-2556
Medicare	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 Blue Shield of California Promise Health Plan 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 Blue Shield of California Promise Health Plan, please dial:

1-800-735-2929 (Los Angeles) or 711  
1-866-461-4288 (San Diego)

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## PLEASE KEEP IN MIND:

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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.

# Language Assistance Request Form

Fax to: Blue Shield Translation Liaison at **(248) 733-6331**  
Number of pages (including cover) =

RE: Language Assistance Request on behalf of a Blue Shield Member.

Use this form for enrollees of Blue Shield of California or Blue Shield of California Life & Health Insurance Company.

**This is a request for written translation of specific document(s) only**

Date of request:	
From: (Name and organization):	Phone number:
Subscriber I.D. Number:	Subscriber name:
Patient Name:	Patient date of birth:
Requested Language:	Patient contact phone number:
If our Translation Liaison has questions, whom should we contact?	Provider contact number:
Brief description of document to be translated (please attach copy of document):	
<input type="checkbox"/> <b>This request is urgent.</b> Note: Providers must forward request from member to Blue Shield within one business day.	
<input type="checkbox"/> <b>This request is non-urgent.</b> Note: Providers must forward request from member to Blue Shield within two business days.	
Please notify me at _____ when this request has been fulfilled. (phone number where we can reach you)	
<input type="checkbox"/> Yes <input type="checkbox"/> No	

This facsimile transmission may contain protected and privileged, highly confidential medical and/or legal information. If you are not the intended recipient of this material, you may not use, publish, discuss, disseminate or otherwise distribute it. If you are not the intended recipient, please immediately notify the sender. Blue Shield of California will arrange to retrieve the fax at no cost to you. Thank you for your help in maintaining appropriate confidentiality.

## Twenty-Four Hour Access to Interpreters

- Molina provides free 24-hour access to interpreter services for members with limited English proficiency (LEP).
- Please call Molina's **Member and Provider Contact Center** to arrange for this service:
  - For Medi-Cal members call (888) 665-4621 Mon-Fri, 7am-7pm
  - For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm
  - For Medicare members call (800) 665-0898 Mon-Fri, 8am-8pm
  - For Cal MediConnect (Duals) members call (855) 665-4627 Mon-Fri, 8am-8pm
- For after-hours and weekends, please call Molina's Nurse Advice Line to arrange for this service:
  - English (888) 275-8750
  - Spanish (866) 648-3537
- 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.).

## On-Site Interpretation

- Molina offers the following on-site interpretation:
- **Qualified face-to-face interpreter services** at medical appointments for complex care including: some medical or surgical procedures or tests, end-of-life care, cancer care, organ transplants, behavioral health appointments, initial physical therapy, hearing loss appointments, and other appointments as directed by a medical director.
  - **Qualified sign language interpreter services** at medical appointments to all deaf and hard of hearing members.
- Molina needs 3-5 working days' notice to identify a qualified sign language or face-to-face preferred language interpreter.
  - 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.



## Affordable Care Act (ACA) Section 1557 Compliance

- Section 1557 of the ACA requires that all limited English proficient (LEP) beneficiaries' language access needs be met for all medical appointments.
- To refuse an LEP beneficiary access to language services is a violation of that individual's civil rights.
- The ACA also prohibits providers from requesting a beneficiary to provide his or her own interpreter or rely on a staff member who is not qualified to communicate directly with the LEP individual.
- Please remember it is never permissible to ask a minor, family member, or friend to interpret.
- Molina complies with the guidance set forth in the final rule for Section 1557 of the ACA, which includes instructions for accessing language services in significant member materials.

## Translation of Written Documents

- Written member-informing documents that provide information regarding access to and usage of plan services are translated into appropriate threshold languages in Molina's counties of operation.
- Molina also offers vital documents in large print, Braille and in audio format. For more information please call the Member and Provider Contact Center.
- Molina offers a variety of low literacy health education materials in English and Spanish at no cost to Providers or members. These materials can be accessed online at:  
<http://www.molinahealthcare.com/providers/ca/medicaid/comm/Pages/Health-Education-Materials.aspx>.
- Upon request, Molina will translate existing health education materials into members' preferred language. Please call the Member and Provider Contact Center.

## Cultural and Linguistic Consultation and Training

- For cultural and linguistic consultations, questions regarding cultural beliefs and practices that may affect patient care, or to request cultural competency trainings, contact Molina at (888) 562-5442 ext.121306.
- Molina also offers "**Ask the Cultural and Linguistics Specialist,**" an interactive web-based question and answer forum on providing culturally appropriate care.
  - All inquiries receive a response within 72 hours from Molina's Cultural Anthropologist.
  - To access, go to our provider website:  
[http://molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask\\_cultural.aspx](http://molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx)

## SCAN Interpreter Services

### For the Provider

Per [POM Ch. 5 Network Standards](#):

Providers are responsible for ensuring that all services are provided in a culturally competent manner and are accessible to all Members including those with limited English proficiency, low literacy levels, hearing, sight or cognitive impairment, or those with diverse cultural and ethnic backgrounds. See **42 CFR 422.112(a)(8)** and **MMCM Chapter 4, and appendix B**. To this end, providers are expected to ensure that:

- Referrals are made to culturally and linguistically appropriate community services and agencies, when indicated (See Chapter 2: Key Contacts Resource Guide)
- Interpreter services are available 24/7 at no charge to the Member either directly or through SCAN resources
- Members are encouraged to use interpretive services instead of using family and friends, especially minors, as interpreters (Section 1557 of the Patient Protection and Affordable Care Act);
- Trained and fluent bilingual staff and used in medical interpreting, \*Source: Industry Collaboration Effort (ICE) Tips for Communication Across Language Barriers
- Visible signage is displayed to assist Members in requesting an interpreter; and
- The Member's primary spoken language and any request or refusal of interpreter services are recorded in member's medical records.

SCAN also provides free interpreter services to Members. To access free interpreter services for Members, call the Provider Information Line, 24 hours a day at (877) 778-7226 (TTY User: 711) and select the Interpreter Services option when prompted.





**To:** All IPA Administrators and PCPs  
**From:** IEHP – Provider Relations  
**Date:** April 16, 2021  
**Subject:** **IEHP Interpreter Services**

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IEHP offers **FREE INTERPRETER SERVICES** for Member appointments.

IEHP arranges and covers the costs of the interpretation services for Member visits to Primary Care Providers (PCPs) and specialist outpatient visits. Members have the right to request interpreter at no charge for discussions of medical information and behavioral health information.

If you don't have medical staff who speak the same language as our Members, call IEHP Member Services at (800) 440-IEHP (4347) or (800) 718-4347 for TTY users. All requests for interpretation services must be scheduled and authorized by IEHP.

- In-Person Interpreter: A notice of at least **five (5) working days** is required for an interpreter request for a routine medical appointment.
- Members are NOT required or encouraged to use family members or friends as interpreters during medical appointments, unless specifically requested.
- Minors should NOT be used as interpreters (unless it is a medical emergency and no one is available to interpret).

For telephone interpretation services, 24 hours a day, 7 days a week, call IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347).

As a reminder, all communications sent by IEHP can also be found on our Provider portal at: [www.iehp.org](http://www.iehp.org) > For Providers > Plan Updates > Correspondences.

If you have any questions, please do not hesitate to contact the IEHP Provider Relations Team at (909) 890-2054.