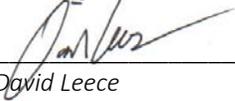




**HERITAGE PROVIDER NETWORK
&
AFFILIATED MEDICAL GROUPS**

**CULTURAL & LINGUISTIC
PROGRAM
2018**

Approval Signature:



Dr. David Leece

Date:

02/28/2018

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PURPOSE:

Heritage Provider Network and its affiliates are committed to establishing multicultural principles and practices throughout our organizational systems of services and programs. We strive to reduce healthcare disparities and increase access by providing high quality, culturally competent healthcare. A key component of this goal is our desire to provide high quality healthcare to our member's irrespective of their ethnic, cultural, religious beliefs, or language.

POLICY:

To ensure effective communication regarding treatment, diagnosis, medical history, and health education by providing cultural, linguistic and sensory appropriate interpretation and translation services to members, taking into consideration members' beliefs, traditions, customs, and individual differences.

Heritage Provider Network and its affiliated medical groups will take actions to ensure the provision of health services is not influenced by members' race, ethnicity, national origin, religion, sex, age, mental or physical disability or medical conditions, sexual orientation, claims experience, medical history, evidence of insurability (including conditions arising out of acts of domestic violence), disability, genetic information, or source of payment.

Members are entitled to dignified, appropriate, and quality care. Heritage Provider Network is committed to the development, strengthening and sustaining of healthy provider/member relationships. Towards this end, our goal is to provide services to all of our members that:

1. Recognize value, affirm, and respect the worth of individual members;
2. Protect and preserves the dignity of people of all cultures, races, ethnic backgrounds, sexual orientations, physical or medical disability and religions;
3. Is culturally and linguistically competent.

GOALS AND OBJECTIVES

The objectives of Heritage Provider Network and its affiliates are:

1. To relay to providers their responsibility to provide competent health care that is culturally and linguistically sensitive.
2. To provide members access to quality health care services that are culturally and linguistically sensitive.
3. To educate and facilitate communication to develop partnerships among providers and Heritage Provider Network in an effort to enhance cultural awareness.
4. To identify members with cultural and/or linguistic needs through demographic information and develop mechanisms to utilize this information in program planning and service delivery.
5. To provide competent translation/interpreter services to our members who require these services in their preferred language.
6. To provide our members with Limited English Proficiency (LEP), the assistance they need to understand the care being provided and to accomplish effective interactions with their health care providers.

STANDARDS FOR THE PROVISION OF CULTURALLY & LINGUISTICALLY COMPETENT CARE

Heritage Provider Network strives to provide high quality, culturally sensitive services through identification, delivery, and continual monitoring of members' needs. To accomplish this, Heritage Provider Network continually develops its cultural competence program objectives and activities based on these standards:

National Standards on Culturally and Linguistically Appropriate Services (CLAS), as developed by the Department of Health and Human Services, Office of Minority Health. The CLAS Standards serve as a key source for guidelines for providing culturally sensitive services which promote 15 standards organized by themes:

1. Principal Standard (Standard 1)
2. Governance, Leadership, and Workforce (Standard 2 - 4)
3. Communication and Language Assistance (Standard 5 - 8)
4. Engagement, Continuous Improvement, and Accountability (Standard 9 -15)

National Standards on Culturally and Linguistically Appropriate Services (CLAS)

The National CLAS Standards are intended to advance health equity, improve quality, and help eliminate health care disparities by establishing a blueprint for health and health care organizations to:

Principal Standard:

1. Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

Governance, Leadership, and Workforce:

1. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
2. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
3. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Communication and Language Assistance:

1. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
2. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
3. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
4. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Engagement, Continuous Improvement, and Accountability:

1. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
2. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
3. Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
4. Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
5. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
6. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
7. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

CULTURAL & LINGUISTIC COMPETENCE

For healthcare providers, cultural and linguistic competence can simply be defined as, "The ability of health care providers and health care organizations to understand and respond effectively to the cultural and linguistic needs brought by the patient to the health care encounter"

Cultural Competence activities include:

1. Cultural competency education and skills development;
2. Self-assessments for providers, staff and systems (organizations);
3. Implementation of objectives and activities to ensure that governance, administrative policies and practices, and clinical skills and practices are responsive to the culture and diversity within the populations served.

We acknowledge that cultural competence is a developmental process that evolves over an extended period. Both individuals and organizations are at various levels of awareness, knowledge and skills along the cultural competence continuum. These practices must be evaluated regularly and made subject to a process of continuous quality improvement.

The Need for Culturally Competent Services

Failure to use culturally competent and linguistically competent practices could result in the following:

1. Compromised quality of care;
2. Disparities in health outcomes;
3. Unnecessary tests
4. Medication errors
5. Readmissions
6. Feeling of being insulted or treated rudely;
7. Reluctance and fear of making future contact with the office;

8. Confusion and misunderstanding;
9. Non-compliance;
10. Unfilled prescriptions;
11. Missed appointments;
12. Misdiagnosis due to lack of information sharing;
13. Increased grievances or complaints.

CULTURAL COMPETENCY DEVELOPMENT & TRAINING

The road to developing a culturally competent practice begins with the recognition and acceptance of the value of meeting the needs our members. Heritage Provider Network is committed to helping its staff, providers and other stakeholders in the care delivery process reach this goal. Heritage Provider Network will inform providers of Cultural competency resources in the: Annual update through website links, newsletters, and blast facsimiles.

In addition, Heritage Provider Network asks its staff and network providers to take into consideration the following as they provide care to the Heritage Provider Network members:

1. What are your own cultural values and identity?
2. How do or can cultural differences impact your relationship with your patients?
3. How much do you know about your patients' cultures and languages?
4. Does your understanding of culture take into consideration values, communication styles, spirituality, language ability, literacy, and family definitions?
5. Do you embrace differences as allies in your patients' healing process?

Education and Training:

1. **Heritage Provider Network Staff:** All new Heritage Provider Network employees will receive cultural competency training as a part of their new employee orientation process. Annually, the affiliates will coordinate and document the provision of their staff and provider network trainings for cultural and linguistic requirements and available resources in accordance with state and federal regulations.
2. **Providers:** Heritage Provider Network provides a cultural competence training program to educate providers on the key components of cultural and linguistic competent care and defines expectations for performance, highlight's linguistic/translation services, and provide useful references for developing cultural competence. Heritage Provider Network will alert providers of cultural competency development opportunities and updates through provider newsletters and other communications.

DISABILITY COMPETENCY TRAINING

Disability Competency Training will be provided in multiple formats and include the following:

1. Various types of chronic conditions prevalent within the target population;
2. Awareness of personal prejudices;
3. Legal obligations to comply with the Americans with Disabilities Act (ADA) requirements and Section 504 of the Rehabilitation Act;
4. Definitions and concepts, such as communication access, alternative formats, medical equipment access, physical access, and access to programs;
5. Types of barriers encountered by the target population;
6. Training on person-centered planning and self-determination, the social model of

- disability, the independent living philosophy, and the recovery model;
- 7. Use of evidence-based practices and specific levels of quality outcomes;
- 8. Use of culturally sensitive practices and access for beneficiaries requiring threshold languages;
- 9. Working with members with mental health diagnoses, including crisis prevention and treatment; and;
- 10. Working with members with substance use conditions, including diagnosis and treatment.

DELIVERY OF CARE AND SERVICES EXPECTATIONS

The development and implementation of our Cultural Competency Plan is part of a collaborative effort between Heritage Provider Network and its providers to deliver and provide culturally and linguistically appropriate care to our enrollees. Heritage Provider Network also offers a choice of providers with cultural and linguistic expertise.

Cultural competency more than just a part of the care delivery process; it is an expectation. Some specific expectations for the delivery of care and services are outlined below.

Culturally Competent Care & Services
<p>Heritage Provider Network expects the provider to be aware of cultural differences and the potential impact of those cultural differences on provider and patient communication and quality of care:</p> <ol style="list-style-type: none"> 1. Heritage Provider Network Health expects the provider to acquire cultural knowledge and skills to understand the needs of the populations they serve. 2. Heritage Provider Network Health expects the provider to ask questions relevant to how the family and culture values might influence the patient’s health care perceptions and needs. 3. Heritage Provider Network Health encourages the provider to listen to the patient’s opinion in considering treatment options.

INTERPRETIVE AND TRANSLATION SERVICES

Heritage Provider Network has a linguistically diverse population. To meet the linguistic needs of our enrollees, Heritage Provider Network has bilingual staff available to provide culturally sensitive information and to provide the linguistic skills required for meeting the needs of our members, including one-on-one communication and access to interpreter services.

Furthermore, Provider credentialing applications include a question about other languages spoken by providers to indicate their linguistic diversity.

Heritage Provider Network and its affiliates discourage the use of friends or family as interpreters, *particularly* minors, unless: it is requested by the member; will not compromise effectiveness of services; will not violate a member's confidentiality; or the member is advised that an interpreter is available at no cost.

Heritage Provider Network shall, at no cost to members, provide linguistic interpreter services and interpreter services for the deaf or hard of hearing at all key points of contact, including telephone, advice, urgent care transactions, outpatient encounters, all sites utilized by Health Network or any subcontractors, as well as member services, orientations, appointments setting and administrative functions, as necessary (*See Attachment A*).

Heritage provides centralized **24-hour phone access to interpreter services**, including sign language interpreter services at **Key Points of Contact** (*Key Points of Contact: service sites that provide members with access to health care services, both medical [urgent care or face-to-face encounters with providers] and non-medical [Member services, appointments or orientation meetings]*): **(877) 225-6784**

Heritage will use the 24-hour phone interpreting service as a supplement to live interpretation, and will mobilize qualified staff or contact a qualified interpreting agency, or language appropriate community based organization to meet its interpreting needs; rather than rely solely on telephone interpretation.

EVALUATION AND ASSESSMENT

Assessment

In order to identify the cultural, racial, ethnic and linguistic needs and preferences of its members, as well as the needs of individuals with disabilities, Heritage Provider Network conducts a population needs assessment and analysis annually. The assessment may include data and information from the following sources:

1. United States Census data;
2. Heritage Provider Network enrollment files;
3. Patient Assessment Survey or other member satisfaction surveys;
4. Member complaints, grievances, and appeals, and
5. Other relevant data sources.

Heritage Provider Network will also conduct an assessment and analysis of network provider / practitioner availability by location (Geo-Access report). This report, coupled with information from the population assessment, will be used to identify any current or forecasted member needs or gaps in services to specific population segments.

Monitoring

Heritage Provider Network also monitors the delivery of care and services in relation to the provision of culturally competent services through a comprehensive set of quality data and information sources that include:

1. Member Satisfaction Surveys;
2. Staff, vendor, and stakeholder feedback;
3. Member communications such as complaints, grievances and/or appeals.

Data, information, and survey results are analyzed and evaluated annually to identify opportunities for improvement.

Attachment A

Heritage Provider Network will provide the following interpretive and translation services:

Service	Description	Access
TDD/TTY Access	<ul style="list-style-type: none"> • Assists the hearing and speech impaired. • CALIFORNIA RELAY • LIFE SIGNS 	Available 24 hours a day, 7 days a week. 1(800) 735 - 2922 or 711(MCI) 1(323) 550- 4242
L.A.C Sign Language Interpreter	<ul style="list-style-type: none"> • Contracts with American Sign Language Interpreting (ASL) vendor to provide 24-hour ASL services at no cost to member. 	Available 24 hours a day, 7 days a week.
Language Line Services/Member Services Staff	<ul style="list-style-type: none"> • Provides assistance to providers and members in communicating with each other during urgent/emergent situations, non-urgent/emergent appointments as requested, or when there are no other translators available for the language requested. • Heritage Provider Network provides customer service in English and in the threshold languages 	<ul style="list-style-type: none"> • Available 24 hours a day, 7 days a week • Accessed through Member Services during regular business hours or the member is directed to the Health Plan LAP service. <i>(Refer to Attachment A)</i>
Written Material	<ul style="list-style-type: none"> • Materials are available in threshold languages, upon requests. • Request for Alternative Formats are made through Member Services phone and TTY/TDD lines. 	Upon request of the member, provider, or designee.
Member Mailings	<ul style="list-style-type: none"> • Mailings are sent in English and in the threshold languages • The Evidence of Coverage has been translated in the threshold languages. 	We offer translation of material upon request, on an as-needed basis.

Attachment B

Additional Resources

Heritage Provider Network encourages its staff and providers to learn more about how to provide culturally and linguistically competent care. Listed below are some helpful resources.

Resource	Website
U.S. DHHS Office of Minority Health; Cultural Competency Section	http://www.minorityhealth.hhs.gov/
LA Care Health Plan Cigna Health Plan	http://www.cigna.com/healthcare-professionals/resources-for-health-care-professionals/health-equity
The American Medical Association (AMA) <ul style="list-style-type: none">• Veterans' Health Resources for Medical Professionals	https://www.ama-assn.org/delivering-care/veterans-health-resources-medical-professionals
National Library of Medicine	https://sis.nlm.nih.gov/outreach/multicultural.html
U.S Department of Health and Human Services Health Resources and Services Administration	http://www.hrsa.gov/culturalcompetence/index.html
National Center for Cultural Competence	http://nccc.georgetown.edu/
A Physician's Practical Guide to Culturally Competent Care	https://www.thinkculturalhealth.hhs.gov/education/physicians
Ethnologue Languages of the World language index	http://www.ethnologue.com/languageindex.asp

Attachment C

List of ICE Recommended Telephone Interpreter Companies:

	Name of Company and telephone numbers	Industry Specialization	Standards for Interpreters <i>Screening/Evaluation Process, Training of</i>	Location
<p><i>This list is intended to give you a sample of vendors that offer telephone interpretation services, and is not an endorsement or a recommendation.</i></p> <p><i>You should conduct your own research to assess the quality of the services provided by these vendors.</i></p>	<p>CyraCom International 800-713-4950</p>	<p>Medical</p>	<p>Completion of the CyraCom Interpreter Qualification Process</p>	<p>5780 North Swan Road Tucson, AZ85718 Phone 800-713-4950 / Fax 520-745-9022</p>
	<p>Interpreting Services International, Inc. (ISI) 818-753-9181</p>	<p>Medical</p>	<p>Completion of the ISI Interpreter Training and Assessment Program (ITAP)</p>	<p>6180 Laurel Canyon Blvd., Suite 245 North Hollywood, CA 91606 Phone 818-753-9181 / Fax 818-753-9617</p>
	<p>Language Line Services (LLS) 877-886-3885</p>	<p>All industries</p>	<p>Completion of the Language Line Medical Certification Program</p>	<p>1 Lower Ragsdale Drive, Bldg. 2 Monterey, CA 93940 Phone 877-886-3885</p>
	<p>Network Omni Services 800-543-4244</p>	<p>All industries</p>	<p>Not specified</p>	<p>4353 Park Terrace Drive Westlake Village, CA 91361 Phone 800-543-4244 / Fax 818-735-6305</p>
	<p>Pacific Interpreters 800-311-1232</p>	<p>Medical</p>	<ul style="list-style-type: none"> • 2 yrs. of college education • Formal training as interpreter • Professional certification • Active membership in a professional organization 	<p>707 SW Washington, Suite 200 Portland, OR 97205 Phone 800-311-1232 / Fax 503-445-5501</p>
	<p>Tele-Interpreters 800-811-7881</p>	<p>Medical Legal Insurance</p>	<p>Primarily recruit from interpretation schools</p>	<p>500 North Brand Blvd., Suite 1700 Glendale, CA 91203 Phone 800-811-7881</p>

Attachment D

Health Plan LAP California Contact Sheet:

Health Plan Name	Plan LAP Threshold Languages (Other than English)	Plan Interpreter Access	Plan Translation Access (Vital Non-Standard Documents)	Plan Contact For Questions related to Interpreter/ Translation	Additional Resources	Language Capability Verification Form Submittal	Last Review/ Update
Aetna	Spanish	1- 800-525-3148	1-877-287-0117	Nicki Theodorou at 415-645-8264 Megan Rooney at 650-279-6091	N/A	PDSDallas@aetna.com	3/12/13
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>Telephonic Interpreters: ALOB Members: 1888-254-2721 Providers: 1800-677-6669</p> <p>Telephone Interpreters</p> <p>Customer Service Center (Medi-Cal)</p> <p>1-800-407-4627 (outside LA County) 1-888-285-7801 (inside LA County). After hour, 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</p> <p>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</p>	<p>1-888 254-2721</p> <p>Materials translated prospectively include enrollment, eligibility and membership information, Explanation of Coverage (EOCs) and notices of language assistance.</p> <p>Members must indicate their preferred written language to receive prospectively translated materials.</p>	1 800 677-6669	www.anthem.com/ca Note: Cultural & Linguistic resources are available on the Provider Home Page, under Provider Services Health & Wellness	N/A	5/2/2016

		<p>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> <p><u>TTY and Relay Services</u></p> <p>(Members with Hearing or Speech Loss): Normal business hours 1-888-757-6034</p> <p>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 Vietnamese	Providers: Over-the-phone interpretation 800-541-6652, follow IVR menu; On-site interpretation services call 800-541-6652, dial "0" and speak to a Provider Services Agent to arrange for an interpreter.	Please fax Language Services Request Form & document requiring translation to 209-371-5838	Call your Provider Relations representative	blueshieldca.com/providers		11/21/16
Brand New Day	Spanish	1-866-255-4795 Brand New Day Member Services for assistance	1-562-310-6868 Compliance Dept.	1-562-310-6868 Compliance Dept.	Compliance@universalcare.com	Compliance@universalcare.com	7/8/15
CalOptima	Spanish, Vietnamese, Farsi	<p>*If the member is in a health network, please use their specific group*</p> <p>ADOC/UCMG/RMG (DELEGATED) Hanna Interpreting Services – Interpretation 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</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 CulturalLinguistic@caloptima.org	N/A	6/11/2017

		<p>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 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 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> <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><u>Translation Services</u> ISI. Inc. – Translation Services for Written Member Informing Materials (WMIM) and member specific language in NOA letters (818) 753-9181</p> <p><u>If the member is in CalOptima Direct, (N/A)</u> 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 					
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		<ul style="list-style-type: none"> • 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, Tagalog, and Vietnamese	<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</p> <p>In case of emergency or after business hours for American Sign Language (ASL) interpreter, please call: Life Signs at 1-800-633-8883</p> <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</p>	Contact C&L department: 800-605-2556 or 800-544-0088, ext. 6397	Contact Member Services Dept.: 1-800-544-0088 or 1-800-605-2556. Contact C&L Dept.: 800-605-2556 or 1-800-544-0088, ext. 6397 Therese Chung (323) 889-6638 ext. 6538 or E-mail: THorth@care1st.com	www.care1st.com	10/22/2015

		<p><i>Spanish</i> 1-888-877-5381</p> <p>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> <ul style="list-style-type: none"> - <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 know how to connect to an interpreter over the telephone. - <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 Coast	Spanish	Zonia Gonzalez, Transportation & Linguistic Coordinator: 800-700-3874, ext. 5625 or 831-430-5625	Member Services Dept.: 800-700-3874, ext. 5508 or 831-430-5508	Lynn Meier, Senior Health Educator: 800-700-3874 ext. 5570 or 831-430-5570	www.ccah-alliance.org	Mary Bahni, Provider Services Dept.: mbahni@cca	2/11/2013

Alliance for Health						h-alliance.org	
Cigna	Spanish, Traditional Chinese	Call 1-800-806-2059. You will need the member's Cigna ID number, mbr date of birth and your TAX ID number (or NCPDP for pharmacies) to confirm eligibility and access interpretation services. It is not necessary to arrange for these services in advance.	Send Word document to translate to Culturalandlinguisticsunit3@cigna.com. Protect PHI by encrypting e-mails.	Culturalandlinguisticsunit3@cigna.com	Provider Reference Manual	N/A	4/1/2016
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 1866-999-3945. 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	6/10/2017

<p>Health Net of California, Inc.</p>	<p>Oral translations in all languages, print translations Spanish and Chinese</p>	<p><u>LINE OF BUSINESS</u> 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</p> <p><u>Face to Face Appointments</u> 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. 	<p>Translation access questions contact Diana M. Carr, Manager C&L services at 626-683-6307</p>	<p>(800)-522-0088 Customer Contact Center, after hours and weekends 800-546-4570</p>	<p>www.healthnet.com</p>	<p>N/A</p>	<p>6/1/2017</p>
<p>Inland Empire Health Plan</p>	<p>Spanish, English</p>	<p><u>Telephonic Interpreter</u> Call Member Services at 1-800-440-IEHP (4347) for telephone interpretation, 24/7</p> <p><u>Face to Face Interpreter</u> 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>	<p>Through Member Services Medi-Cal 1-800-440-4347 and Medicare 1-877-273-4347 and TTY 1-800-718-4347. This information is found in the IEHP Policy and Procedure Manual Medicare Dual Choice MA_09A.</p>	<p>Member Services – Scheduling, Gabriel Uribe – Operations uribeg@iehp.org</p>	<p>https://ww3.iehp.org</p>	<p>N/A</p>	<p>11/21/2016</p>

<p>Inter Valley Health Plan</p>	<p>Spanish, English</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 click here for more information For Spanish language, please click here For other alternate language formats, 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 two hundred forty (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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<p>LA Care</p>	<p>Spanish Chinese Armenian Arabic Farsi Cambodian Khmer Korean Russian Tagalog Vietnamese</p>	<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><u>Face to Face Interpreting Services</u> Call Member Services to request an interpreter at least 10 business days prior to the medical appointment: Medi-Cal Health Kids PASC-SEIU: 1-888-839-9909 Cal Medi Connect: 1-888-522-1298 LA Care Covered: 1-855-270-2327</p> <p>Provide the following information: Patient Information</p> <ul style="list-style-type: none"> • Members name, & LA CARE ID • Language requested • Preferred gender of interpreter <p>Appointment Information</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>	<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>The Provider Group is responsible for translation of PPG WMIM.</p> <p>The Health Plan is responsible for translating Health Plan generated WMIM. Patient materials are available in threshold languages. Request translation services by contacting LA Care at 1-888-839-9909.</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>Molina Healthcare of California</p>	<p>Arabic Chinese Hmong Russian Spanish Vietnamese Tagalog</p>	<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</i> members contact Member Services at (888) 665-4621 (Monday-Friday, 7am-7pm) o For <i>Covered California</i> (Marketplace) members contact Member Services at: 	<p>Member Service: 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>

		<p>(888) 858-2150 (Monday-Friday, 8am-6pm)</p> <ul style="list-style-type: none"> o For <i>Medicare members</i> contact Members Services at (800) 665-0898 (Monday-Friday, 8am-8pm) o For <i>Cal MediConnect (Duals) members</i> contact Member Services at (855) 665-4627 (Monday-Friday, 8am-8pm) 					
SCAN Health Plan	Spanish (all counties), Chinese (San Francisco)	<p><u>Telephonic and In – Person Interpreters</u></p> <p>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.</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	4/8/2016
United Healthcare of California	Spanish, Chinese (Traditional Chinese Characters)	<p><u>Telephonic Interpreters</u></p> <p>To access and facilitate oral interpretation services for members needing language assistance in any language, select the phone</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	N/A	5/18/2016

		<p>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> <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><u>Member Grievance Form</u> 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. 				
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Revised 11/29/2017