

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 Michelle Moore or Elizabeth Vaca at (714) 947-8600 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	Chinese
				Farsi	

### 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 day a week. Please refer to the attached "Protocol for How to Access Interpreting Services" sheet.
- **Face-to-face interpreter services:** Call Michelle Moore or Elizabeth Vaca at (714) 947-8600. 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 Michelle Moore or Elizabeth Vaca at (714) 947-8600. Requests must be made with an advance notice (5-7 business days).

For **interpreter services after business hours**, call Michelle Moore or Elizabeth Vaca at (714) 947-8600. 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 Michelle Moore or Elizabeth Vaca at (714) 947-8600 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 Michelle Moore or Elizabeth Vaca at (714) 947-8600 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 Michelle Moore or Elizabeth Vaca at (714) 947-8600. You may download materials from [www.blueshieldca.com/promise](http://www.blueshieldca.com/promise).

### **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

[https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites\\_content\\_en/bsp/providers/programs/cultural-linguistics](https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites_content_en/bsp/providers/programs/cultural-linguistics)

ADA\_OlmsteadTraining.pdf

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

[https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites\\_content\\_en/bsp/providers/programs/cultural-linguistics](https://www.blueshieldca.com/bsca/bsc/wcm/connect/sites/sites_content_en/bsp/providers/programs/cultural-linguistics)