

PROVIDER Update



Health Net®

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Language Assistance Program and Cultural Competency

The Health Care Language Assistance Regulations require all California managed care health plans and health insurers to provide language assistance and culturally responsive services to members with limited English proficiency (LEP), limited reading skills, are deaf or have hearing impairments, or have diverse cultural and ethnic backgrounds. To comply with this requirement, Health Net of California, Inc., Health Net Community Solutions, Inc. and Health Net Life Insurance Company (Health Net) created the Language Assistance Program (LAP). Health Net's LAP offers interpreter services to members to ensure that Health Net LEP members are able to obtain language assistance while accessing health care services.

Health Net does not delegate its LAP obligations; however, participating hospitals are subject to requirements to provide language interpreter services for their patients pursuant to federal and state law.

LANGUAGE ASSISTANCE PROGRAMS

Health Net expects its participating hospitals to fully meet these language interpreter service obligations, notwithstanding Health Net's separate obligations to meet all requirements under the Health Care Language Assistance Regulations to provide language interpreter services for its members at all points of contact.

Health Net has processes in place to ensure that LEP members or members with a hearing incapacity can obtain Health Net's assistance in arranging for the provision of timely interpreter services to the extent its participating hospitals are not required under state and federal law to provide Health Care Language Assistance Regulations-required interpreter services. Health Net monitors its participating hospitals for deficiencies in interpreter services and takes appropriate corrective action to address these deficiencies in the delivery of interpreter services to Health Net members.

Section 1557 of the Affordable Care Act (published as 45 CFR 92) provides guidance on the use of bilingual staff that act as interpreters. The guidance is summarized below.

- Provide services to LEP members and members with a hearing incapacity that are as effective as those provided to non-LEP or hearing members.
- Providers may not request or require an individual with LEP to provide his or her own interpreter.
- Providers may not rely on staff other than qualified bilingual/multilingual staff to communicate directly with LEP individuals.
- Providers may not rely on an adult or minor accompanying a LEP individual to interpret or facilitate communication except:
 - In an emergency where there is no qualified interpreter for the LEP individual immediately available. The emergency must be noted in the member's medical record. A parent cannot give permission for a minor child to interpret in any other circumstance.

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

EnhancedCare PPO (IFP)

1-844-463-8188
provider.healthnetcalifornia.com

EnhancedCare PPO (SBG)

1-844-463-8188
provider.healthnet.com

Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761
provider.healthnet.com

IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164
provider.healthnetcalifornia.com

Medi-Cal – 1-800-675-6110
provider.healthnet.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
fax 1-800-937-6086

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- When the LEP individual specifically requests that the accompanying adult interpret, that adult agrees to provide such assistance, and reliance on that adult is appropriate. Providers are encouraged to document in the member's medical record the circumstances that resulted in the use of an accompanying adult as an interpreter.
 - Health Net members have the right to file a grievance with Health Net if their language needs are not met. Members also have the ability to file a discrimination complaint with the Office of Civil Rights if their language needs are not met.

CULTURAL COMPETENCY TRAINING

All Health Net participating providers are required to take cultural competency training. The U.S. Department of Health and Human Services (HHS) Office of Minority Health (OMH) offers a computer-based training (CBT) program, *A Physician's Practical Guide to Culturally Competent Care*, on cultural competency for health care providers. The cultural competency curriculum modules (CCCMs) are available to physicians, physician assistants (PAs) and nurse practitioners (NPs), and are self-paced. They were developed to furnish providers with competencies that enable them to better treat an increasingly diverse population. This no-cost educational program is available to providers through the OMH Think Cultural Health website at <https://cccm.thinkculturalhealth.hhs.gov>. Health Net does not sponsor or maintain the OMH CBT or website.

Cultural competency resources are available for use in providers' offices through the provider operations manuals in the Provider Library under *Operations Manuals > Quality Improvement > Quality Improvement Program > Cultural and Linguistic Services > Industry Collaboration Effort (ICE): Provider Tools to Care for Diverse Populations*. Health Net's Cultural and Linguistic (C&L) Services Department can create customized cultural competency training upon request.

ADDITIONAL INFORMATION

If you have questions about interpreter services, or for more information about cross-cultural communication, health literacy or to schedule training, contact the C&L Services Department via email at cultural.and.linguistic.services@healthnet.com or by telephone at 1-800-977-6750. For all other questions, contact the applicable Health Net Provider Services Center within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column on page 1.