

PROVIDER Update



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Updates to Language Assistance Program and Notification of Cultural Competency Training

Clarification to Medi-Cal oral interpretation services and certificate of completion for cultural competency training

Health Net Community Solutions, Inc. (Health Net), on behalf of CalViva Health, is clarifying information in the Language Assistance Program (LAP).

These updates have been made in accordance with Senate Bill (SB) 1423, Section 1, which amends the Welfare and Institutions Code, Section 14029.91 as follows:

- Oral interpreters must demonstrate proficiency in speaking and understanding both spoken English and the language spoken by the limited-English proficient (LEP) beneficiary.
- The minimum qualification requirement for oral interpreters now reads: "The ability to interpret effectively, accurately, and impartially, both receptively and expressly, to and from the language spoken by the LEP beneficiary and English, using any necessary specialized vocabulary, terminology, and phraseology."

LANGUAGE ASSISTANCE PROGRAM OVERVIEW

The LAP includes the following:

- Oral interpretation services shall be provided in any language on a 24-hour basis at key points of contact.
- Translation services in the threshold languages identified by the Department of Health Care Services (DHCS).
- A written notice of the availability of free language assistance services shall be provided in English and in the top 16 languages spoken by LEP individuals in California, as determined by DHCS, and consistent with the requirements identified in 45 CFR 92, Appendix B.
- Standards to monitor the quality and effectiveness of the LAP.

Members have the right to file a grievance with CalViva Health and the ability to file a discrimination complaint with the Office of Civil Rights if their language needs are not met.

INTERPRETER SERVICES

To obtain interpreter services, contact Member Services at the telephone number on the member's identification (ID) card or the toll-free numbers listed on the provider website at provider.healthnet.com.

THIS UPDATE APPLIES TO MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com

Oral interpretation services shall be provided by an interpreter that, at a minimum, meets all of the following qualifications:

- Demonstrated proficiency in speaking and understanding both spoken English and the language spoken by the LEP beneficiary by:
 - interpreting effectively, accurately, and impartially, both receptively and expressly, to and from the language spoken by the LEP beneficiary and English.
 - using any necessary specialized vocabulary, terminology, and phraseology.
- Adherence to generally accepted interpreter ethics principles, including client confidentiality.

PROVIDER RESPONSIBILITIES

Participating providers may use the health plan's interpreter services to provide interpreters to members who require or request them.

Providers are prohibited from:

- Using bilingual staff to interpret if the bilingual staff does not meet the requirements above.
- Requiring an LEP member to arrange or provide their own interpreter
- Requesting or relying on a minor child accompanying the LEP member to interpret or facilitate communication except when specific emergency conditions exist.
- Relying on an adult accompanying the LEP member to interpret or facilitate communication except under either of the following circumstances:
 - In an emergency, as defined by DHCS, and an interpreter who meets the qualifications described is not immediately available for the LEP member. The emergency must be noted in the member's medical record.
 - If the LEP individual specifically requests that the accompanying adult interpret or facilitate communication, that accompanying adult agrees to provide that assistance, and reliance on that accompanying adult for that assistance is appropriate under the circumstances. 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.

CULTURAL COMPETENCY TRAINING CERTIFICATE SUBMISSION

Providers are required to complete cultural competency training. CalViva Health's provider directory will include a "Y" if the provider has completed two hours of cultural competency training within the last 24 months or an "N" if no documentation of training completion has been received from the practitioner.

Practitioners should send an email to PSOps@healthnet.com after completing this training. Include the practitioner's name, a certificate of completion for the training, the National Provider Identifier (NPI), and a statement indicating that they have completed the training.

ADDITIONAL INFORMATION

For more information about interpreter services, cross-cultural communication, and 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.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.