

# PROVIDER Update



Health Net®

REGULATORY | JULY 19, 2019 | UPDATE 19-565 | 3 PAGES

## Language Assistance Program and Cultural Competency Services

### Meet members' language needs with the Language Assistance Program (LAP)

You can request free interpreter services for your Health Net\* patients.

- Contact Health Net Member Services at the telephone number on the member's identification (ID) card or the toll-free numbers available on the *Free Interpreter Services* reference sheet available in the Provider Library under *Forms*.
- Send the request as soon as the appointment is made, but not less than five business days before the appointment.
- Use telephone interpreter services for same day appointments or when an in person interpreter is not available.

#### The LAP makes it easy for you to follow requirements

Health Net has LAP to support members that have limited English proficiency (LEP), are deaf or have hearing impairments. Our language assistance program asks contracted providers to adhere to the following:

	FOR ALL PROVIDERS
Language assistance service or document	Explanation
<b>Qualified interpreter services that comply with California requirements</b>	<p>In-person or telephone interpreters are available.</p> <p>Telephone interpreters are available in more than 150 languages 24/7 at no cost. Use of telephone interpreters does not require advanced notice. Interpreters can offer insights on common cultural communication issues.</p> <p>We also provide guidance on compliance with state requirements for the use of bilingual staff.</p>
<b>Sign language services</b>	American Sign Language (ASL), Pidgin Signed English (PSE) and Signed Exact English (SEE) interpreters are available.
<b>Medical record documentation</b>	Document the member's language preference (including English) and the refusal or use of interpreter services in the member's medical record.

#### 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

#### PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

\* Health Net of California, Inc. and Health Net Life Insurance Company are subsidiaries of Health Net, LLC and Centene Corporation. Health Net is a registered service mark of Health Net, LLC. All other identified trademarks/service marks remain the property of their respective companies. All rights reserved. CONFIDENTIALITY NOTE FOR FAX TRANSMISSION: This facsimile may contain confidential information. The information is intended only for the use of the individual or entity named above. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that any disclosure, copying, distribution, or use of the information contained in this transmission is strictly PROHIBITED. If you have received this transmission in error, please notify the sender immediately by telephone or by return fax and destroy this transmission, along with any attachments.

Language assistance service or document	Explanation
<b>Member complaint/grievance forms (available to HMO and HSP)</b>	Provide member grievance forms (available in the Provider Library under <i>Forms &gt; Member Grievance Form</i> ) to members upon request.
<b>FOR PPGs ONLY</b>	
Language assistance service or document	Explanation
<b>Independent Medical Review (IMR) application</b>	Locate translated IMR applications on the Department of Managed Health Care (DMHC) website at <a href="http://www.dmhc.ca.gov">www.dmhc.ca.gov</a> and provide to members upon request.
<b>PPO member complaints</b>	Inform PPO members that they can send grievances verbally or in writing to the Health Net Member Appeals and Grievance Department. Address and telephone numbers are found on the Health Net member website at <a href="http://www.healthnet.com">www.healthnet.com</a> .
<b>Taglines and nondiscrimination notice (delegated HMO only)</b>	Include a Health Net-specific tagline and nondiscrimination notice (available in the Provider Library under <i>Forms &gt; Nondiscrimination Notice and Taglines</i> ) with information sent to members.
<b>Translation services</b>	Utilization management (UM) or case management (CM) materials must be made available to members that have a preferred language or format listed on the Health Net eligibility file. If a member asks for a translation or another format of UM or CM materials the provider must refer the member to the Health Net Member Services telephone number on the member's ID card. When Member Services receives the request, Health Net will request the document from the participating physician group (PPG). The PPG must send the document within 48 hours. Refer to the list of threshold languages below.

### Be sure your language services meet standards

Interpreter services must be provided to LEP Health Net members. Health Net does not delegate the provision of interpreter services to providers. We encourage you to use the interpreters available from Health Net.

Language services requirements	Prohibited language service practices
<ul style="list-style-type: none"> <li>• Make sure that interpreters are available at no cost to members at the time of the appointment.</li> <li>• Make sure that LEP members are not subject to unreasonable delays in the delivery of services, including accessing providers after hours.</li> <li>• Extend the same program and activity to all members regardless of language preference.</li> <li>• Provide services to LEP members that are as effective as those provided to non-LEP members.</li> <li>• Record the member's language needs, request or refusal of interpreter services, in the member's medical record.</li> <li>• Send requests for an alternate format or translation for UM documents to Health Net within 48 hours of request from member.</li> <li>• Use qualified bilingual staff or interpreters to communicate with LEP members</li> </ul>	<ul style="list-style-type: none"> <li>• Use of a minor or attending adult to interpret or help communication, except: <ul style="list-style-type: none"> <li>- In an emergency where a qualified interpreter for the LEP person is not available right away. You must note the emergency in the member's medical record. <b>A parent cannot give permission for a minor child to interpret in any other circumstance.</b></li> <li>- When the LEP person specifically asks that the attending adult interpret, that adult agrees to provide such assistance, and reliance on that adult is appropriate for the circumstances. Please document in the member's medical record the circumstances that resulted in the use of an attending adult as an interpreter.</li> </ul> </li> <li>• To ask or require any one to bring their own interpreter.</li> <li>• To rely on staff other than qualified bilingual/multilingual staff to communicate directly with LEP persons.</li> <li>• Delaying the appointment time due to availability of interpreter services.</li> </ul>

---

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

### Threshold languages information for delegated PPGs

Threshold languages for Health Net members are Chinese, Korean, Vietnamese, and Spanish. PPGs have access to members' preferred spoken and written languages through the Health Net Eligibility Report. Individual and ancillary providers can get members' language preferences by contacting the Health Net Provider Services Center.

UM or CM delegated provider groups may send any member information that needs translation or alternate formats to the member's threshold language format to Health Net at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com). We cannot accept scanned or faxed documents. Be sure to follow these directions for materials sent for translation or alternate format:

- Send the material in a Word or unlocked PDF format.
- Care plans must be sent with proof that the document is at 8th grade reading level or below.
- The PPG must send the member's name, member ID, the document requested, and the member's address to Health Net.

### Remember to take the cultural competency training

All Health Net participating providers must take cultural competency training. We suggest that you take the training offered by the Office of Minority Health (OMH). The training is computer-based training (CBT) for health care providers. OMH developed this no-cost training to give providers competencies to better treat an increasingly diverse population. The training is available at <https://cccm.thinkculturalhealth.hhs.gov>. Additionally, Health Net's Cultural and Linguistics (C&L) Department can customize cultural competency training to meet your needs. Health Net does not sponsor the OMH training.

### Provide race and ethnicity if you choose

Consider giving Health Net your race or ethnicity information. This information is voluntary and is used for health disparity reduction efforts. You can provide this information on the Quarterly Active Physician Listing Report on Health Net's provider portal:

- Providers serving Individual Family Plan (IFP) members – **provider.healthnetcalifornia.com** and select *Provider Reports*.
- Providers serving HMO, POS, HSP, PPO, and EPO employer group members – **provider.healthnet.com** and select *Provider Reports > Available Reports > Administrative > Active Physicians Listing*.

### Additional information

For more information about interpreter services, cross-cultural communication and health literacy, or to schedule training, refer to these resources:

Resource	Location
<b>Non-English language identification poster</b>	Provider Library under <i>Forms &gt; Language Identification Poster</i> .
<b>Industry Collaboration Effort (ICE): Provider Tools to Care for Diverse Populations</b>	Provider Library under <i>Operations Manuals &gt; Quality Improvement &gt; Language Assistance Program and Cultural Competency</i> .
<b>Free Interpreter Services reference sheet</b>	Provider Library under <i>Forms &gt; Access to Interpreter Service</i>
<b>Interpreter services contact information</b>	Provider Library under <i>Contacts &gt; Access to Interpreter Services</i> .
<b>C&amp;L Department</b>	<a href="mailto:cultural.and.linguistic.services@healthnet.com">cultural.and.linguistic.services@healthnet.com</a> 1-800-977-6750