

PROVIDER Update



REGULATORY | JULY 29, 2022 | UPDATE 22-558 | 3 PAGES

Meet Members' Language Needs with the Language Assistance Program

The Language Assistance Program (LAP) makes it easy for you to follow language service requirements

You can request no-cost interpreter services for your Wellcare By Health Net (Health Net*) patients:

- Contact Member Services at the phone number on the member's identification (ID) card or by calling the Provider Services Center at 800-929-9224 during regular business hours, Monday through Friday, from 8 a.m. to 5 p.m.
- Send the request as soon as the appointment is made, but not less than five business days before the appointment.
- Use phone interpreter services for same day appointments or when an in-person interpreter is not available.

The Plan's LAP supports members who have limited English proficiency (LEP), have hearing impairment or have low vision. Our LAP requires contracted providers to adhere to the requirements outlined in this update.

Threshold languages information by county

Threshold languages for Plan members are based on the Plan members' benefits.

Participating physician groups (PPGs) have access to members' preferred spoken and written languages through the Eligibility Report available at provider.healthnetcalifornia.com and search under *Provider Reports*. Individual and ancillary providers can get members' language preferences by contacting the Provider Services Center.

Provider groups delegated for case management (CM) or utilization management (UM) may send any member information that needs translation to the member's threshold language or alternate formats to the Plan at

THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers
- Community Supports (CS) Providers
- Enhanced Care Management (ECM) Providers

LINES OF BUSINESS:

- IFP
 - Ambetter HMO
 - Ambetter EPO
 - Ambetter HSP
- Employer Group
 - HMO/POS/HSP
 - EPO
 - PPO
- Medicare Advantage (HMO/PPO) (Wellcare By Health Net)
- Cal MediConnect (Los Angeles/San Diego)
- Medi-Cal
 - Kern
 - Los Angeles
 - Molina
 - Riverside
 - Sacramento
 - San Bernardino
 - San Diego
 - San Joaquin
 - Stanislaus
 - Tulare

PROVIDER SERVICES

provider_services@healthnet.com

Medicare (individual & employer group) (Wellcare By Health Net) – 800-929-9224

PROVIDER PORTAL

provider.healthnetcalifornia.com

PROVIDER COMMUNICATIONS

provider.communications@healthnet.com

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At provider.healthnet.com > *COVID-19 Updates* > *Health Net Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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provider_services@healthnet.com. We cannot accept scanned or faxed documents. Please follow these directions for materials sent for translation or an alternate format:

- Send the material in a Word or unlocked PDF format with member name, member ID and member address.
- Care plans must send document at 6th grade reading level or below.

Learn about members' demographics

In 2021, our membership was 7% African American/Black, 0.3% American Indian/Alaska Native, 9.5% Asian/Pacific Islander, 14.6% Latino/Hispanic, 58.8% White/Caucasian, and 3.2% unknown. Of this population, 7% were members with LEP. The top preferred non-English spoken languages were Spanish (6%), Mandarin (0.5%) and Cantonese (0.2%).

LAP FOR ALL PROVIDERS

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

LAP FOR PPGs ONLY

Language assistance service or document	Explanation
Non-discrimination notice and taglines	Include Plan non-discrimination notice and taglines with information sent to all members (available in the Provider Library at providerlibrary.healthnetcalifornia.com , select your line of business and search under <i>Forms and References > Nondiscrimination Notice and Language Assistance Notice</i>).
Translation services	UM or CM materials must be made available to members who have a preferred language or format listed on the Plan Eligibility Report. The PPG must send the document within 48 hours. Refer to the threshold languages on page 1.

Ensure your language services meet standards

Plan members with LEP must be provided with interpreter services. The Plan does not delegate the provision of interpreter services to providers. We encourage you to use the interpreters available from the Plan. Members have the right to file a grievance with the Plan and to file a discrimination complaint with the Office of Civil Rights if their language needs are not met. The Plan's LAP complies with the Health Care Language Assistance Regulations.

Language services requirements	Prohibited language service practices
<ul style="list-style-type: none"> • Make sure interpreters are available at no cost to members at the time of the appointment. • Make sure members with LEP are not subject to unreasonable delays in the delivery of services, including accessing providers after hours. • Extend the same program and activity to all members regardless of language preference. • Provide services to members with LEP that are as effective as those provided to members without LEP. • Record the member’s language needs, and request or refusal of interpreter services, in their medical record. • Send requests for an alternate format or translation of UM or CM documents to the Plan within 48 hours of request from the member. • Use interpreters or qualified bilingual staff to communicate with members with LEP. • Provide translated member grievance forms upon request. 	<ul style="list-style-type: none"> • To ask or require members to bring their own interpreter. • To rely on staff other than qualified bilingual staff to communicate directly with members. • Use of a minor or attending adult to interpret or help with communication, except: <ul style="list-style-type: none"> - In an emergency where a qualified interpreter is not available. You must note the emergency in the member’s medical record. A parent cannot give permission for a minor child to interpret in any circumstances. - If the member asks for the attending adult to interpret, that adult must agree to assist and the reliance on that adult is fitting. Note in the member’s medical record the reason for the use of an attending adult as an interpreter. • Delay the appointment time due to no availability of interpreter services.

Take cultural competency training

We urge all providers to take cultural competency trainings offered by the Office of Minority Health (OMH). OMH offers no-cost computer-based trainings to help providers better serve a diverse population. The training programs are available at cccm.thinkculturalhealth.hhs.gov. The Plan does not sponsor these trainings or materials.

The Institute for Healthcare Improvement has material and resources to improve language communication with patients. These are free for download at ihi.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx.

You can also access the Plan’s cultural competency training for providers and PPG staff at rebrand.ly/SNCC-VOD. For information about interpreter services, cross-cultural communication and health literacy, contact the Health Equity Department at cultural.and.linguistic.services@healthnet.com or by phone at 800-977-6750.

Provide your race and ethnicity

Consider providing your race and ethnicity information to the Plan. This information is voluntary and is used for health disparity reduction efforts. You can provide this information on the Quarterly Active Physicians Listing Report on the Plan’s provider website at provider.healthnetcalifornia.com > *Provider Reports* > *Legacy Portal*.

Health Equity resources to Identify a patient's language, interpreter services, and more are available in the Provider Library at provider.healthnetcalifornia.com > *Health Equity, Cultural and Linguistic Resources*.