

# PROVIDER Update



REGULATORY | JULY 26, 2023 | UPDATE 23-738 | 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 Health Net\* patients:

- Contact Health Net Member Services at the phone number on the member's identification (ID) card or by calling the Provider Services Center at 800-675-6110. For after-hours, select the member option.
- 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.

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

#### Threshold languages information by county

Threshold languages for Health Net members are:

- **Kern, Stanislaus, and Tulare counties:** Spanish
- **Los Angeles County:** Arabic, Armenian, Cambodian, Chinese, Farsi, Korean, Russian, Spanish, Tagalog and Vietnamese
- **San Joaquin County:** Chinese and Spanish
- **Sacramento County:** Arabic, Chinese, Farsi, Hmong, Russian, Spanish and Vietnamese
- **San Diego County:** Arabic, Chinese, Farsi, Spanish, Tagalog and Vietnamese

Participating physician groups (PPGs) have access to members' preferred spoken and written languages through the Health Net Eligibility Report available at [provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com) and search under *Provider Reports*.

Individual and ancillary providers can get members' language preferences by contacting the Health Net 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 Health Net at

#### THIS UPDATE APPLIES TO:

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

#### LINES OF BUSINESS:

- Medi-Cal
  - Kern
  - Los Angeles
    - Molina
  - Sacramento
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

#### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

#### Medi-Cal (including CS and ECM providers)

– 800-675-6110

#### PROVIDER PORTAL

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

#### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

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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 2022 our membership data indicates the population of our members was as follows:

- 9% African American/Black, 0.5% American Indian/Alaska Native, 11% Asian/Pacific Islander, 55% Latino/Hispanic, 16% White/Caucasian, 1.7% Other, and 7% unknown. Of this population, 37% were members with LEP. The top preferred non-English spoken languages were Spanish (29%), Armenian (2%), Cantonese (1%) and Mandarin (1%).

### LAP FOR ALL PROVIDERS

| Language assistance service or document  | Explanation   |
|--|---|
| <b>Qualified interpreter services that comply with California requirements</b> | 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. |
| <b>Sign language services</b>  | American Sign Language (ASL), Tactile, Certified Deaf, 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.  |
| <b>Member grievance/complaint forms</b>  | Provide translated member grievance forms upon request (available in the Provider Library at <a href="http://providerlibrary.healthnetcalifornia.com">providerlibrary.healthnetcalifornia.com</a> , select your line of business and search under <i>Forms and References &gt; Member Grievance/Complaint Form</i> ).   |

### LAP FOR PPGs ONLY

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

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## Ensure your language services meet standards

Health Net members with LEP must be provided with interpreter services. Health Net does not delegate the provision of interpreter services to providers. We encourage you to use the interpreters available from Health Net. 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. Health Net’s LAP complies with the Health Care Language Assistance Regulations.

| Language services requirements   | Prohibited language service practices  |
|--|--|
| <ul style="list-style-type: none"><li>• Make sure interpreters are available at no cost to members at the time of the appointment.</li><li>• Make sure members with LEP are not subject to unreasonable delays in the delivery of services, including after hours.</li><li>• Extend the same program and activity to all members regardless of language preference.</li><li>• Provide services to members with LEP that are as effective as those provided to all members.</li><li>• Record the member’s language needs, and request or refusal of interpreter services.</li><li>• Send UM or CM document alternate format or translation requests to Health Net within 48 hours of request from the member.</li><li>• Use interpreters or qualified bilingual staff to communicate with members with LEP.</li><li>• Provide translated member grievance forms upon request.</li></ul> | <ul style="list-style-type: none"><li>• Ask or require members to take their own interpreter.</li><li>• Rely on staff other than qualified bilingual staff to communicate directly with members with LEP.</li><li>• Use of a minor or attending adult to interpret or help with communication, except:<ul style="list-style-type: none"><li>- In an emergency where a qualified interpreter is not available. 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 circumstances.</b></li><li>- 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.</li></ul></li><li>• Delay the appointment time due to no availability of interpreter services.</li></ul> |

## 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](http://cccm.thinkculturalhealth.hhs.gov). The Institute for Healthcare Improvement has free material and resources to improve language communication with patients. Download at [ihi.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx](http://ihi.org/resources/Pages/Tools/Ask-Me-3-Good-Questions-for-Your-Good-Health.aspx). Health Net does not sponsor these trainings or materials.

You can also access Health Net’s cultural competency training for providers and PPG staff at [rebrand.ly/SNCC-VOD](http://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](mailto: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 Health Net. 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 Health Net’s provider portal at [provider.healthnetcalifornia.com](http://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](http://provider.healthnetcalifornia.com) > *Health Equity, Cultural and Linguistic Resources*.