

PCP:	Page 1 of 1
SECTION: Office Management	
POLICY AND PROCEDURE: Interpreter Services	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised date: _____

POLICY:

The site has twenty-four hour access to Interpreter services for non/limited English proficient (LEP) members.

PROCEDURE:

- A. Staff will ensure that Interpreter services are made available in identified threshold languages specified for location of site.
- B. The PCP will ensure that all personnel providing language interpreter services on site are trained in medical interpretation.
- C. The provider/designee will assess interpreter skills and capabilities as follows:
 - 1. Assessment of interpreter skills may include written or oral assessment of bilingual skills
 - 2. Documentation of the number of years of employment as an interpreter or translator
 - 3. Documentation of successful completion of a specific type of interpreter training programs, i.e. medical, legal, court or semi-technical.
 - 4. Other reasonable alternative documentation of interpreter capability
- D. Staff will document in the medical record any request for, or refusal of language/interpreter services.
- E. The PCP will ensure that 24-hour interpreter services are available for all members either through telephone language services or interpreters on site.

ATTACHMENTS: ICE Bilingual Assessment.



Employee Language Skills Self Assessment Key

Key	Spoken Language
(1)	Satisfies elementary needs and minimum courtesy requirements. Able to understand and respond to 2-3 word entry-level questions. May require slow speech and repetition.
(2)	Meets basic conversational needs. Able to understand and respond to simple questions. Can handle casual conversation about work, school, and family. Has difficulty with vocabulary and grammar.
(3)	Able to speak the language with sufficient accuracy and vocabulary to have effective formal and informal conversations on most familiar topics related to health care.
(4)	Able to use the language fluently and accurately on all levels related to work needs. Can understand and participate in any conversation within the range of his/her experience with a high degree of fluency and precision of vocabulary. Unaffected by rate of speech.
(5)	Speaks proficiently equivalent to that of an educated native speaker. Has complete fluency in the language such that speech in all levels is fully accepted by educated native speakers in all its features, including breadth of vocabulary and idioms, colloquialisms, and pertinent cultural preferences. Usually has received formal education in target language.

Key	Reading
(1)	No functional ability to read. Able to understand and read only a few key words.
(2)	Limited to simple vocabulary and sentence structure.
(3)	Understands conventional topics, non-technical terms and health care terms.
(4)	Understands materials that contain idioms and specialized terminology; understands a broad range of literature.
(5)	Understands sophisticated materials, including those related to academic, medical and technical vocabulary.

Key	Writing
(1)	No functional ability to write the language and is only able to write single elementary words.
(2)	Able to write simple sentences. Requires major editing.
(3)	Writes on conventional and simple health care topics with few errors in spelling and structure. Requires minor editing.
(4)	Writes on academic, technical, and most health care and medical topics with few errors in structure and spelling.
(5)	Writes proficiently equivalent to that of an educated native speaker/writer. Writes with idiomatic ease of expression and feeling for the style of language. Proficient in medical, healthcare, academic and technical vocabulary.



Employee Language Skills Self-Assessment

Thank you for participating in this survey process. **This survey is for staff who currently use their skills in languages other than English to communicate with our members.** Be assured that this survey will not affect your performance evaluation. It is just a way for us to identify our linguistic strengths, determine training opportunities, improve our customer service and include you in our diversity efforts.

Employee Name: _____ **Department:** _____ **Work hours:** 8am -5pm 9am -6 pm other _____

- Directions:**
- (1) Write any/all language(s) or dialects you know.
 - (2) Indicate how fluent you speak, read and/or write in that language. (see attached key)
 - (3) Specify if you currently use this language regularly in your job.

EXAMPLE

Language	Dialect, region...	Speaking	Reading	Writing	do you speak...	do you read	do you write
Spanish	Mexico	1 ② 3 4 5	1 2 ③ 4 5	① 2 3 4 5	Yes No	Yes No	Yes No

Language	Dialect, region, or country	Fluency: see attached key <i>(circle)</i>	As part of your job, do you use this language to speak with members? <i>(Circle)</i>	As part of your job, do you read this language? <i>(Circle)</i>	As part of your job, do you write this language? <i>(Circle)</i>	
		Speaking	Reading	Writing		
1.		1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	Yes No	Yes No
2.		1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	Yes No	Yes No
3.		1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	Yes No	Yes No
4.		1 2 3 4 5	1 2 3 4 5	1 2 3 4 5	Yes No	Yes No

Are you willing to take language skills assessment tests and quality training?

- Yes
- No



**CULTURAL & LINGUISTIC SERVICES AND MATERIALS
ORDER FORM FOR PROVIDERS ONLY**

The materials and workshops below are provided to Health Net of California's Contracted Providers. If your office has several contracted Providers, please use one Order Form for each Provider / Provider ID per month. Please print clearly, materials will be mailed to the address provided. Please allow 2-4 weeks for processing and delivery. **Fax form to (800) 628-2704**
For any questions or to request workshops please call (800) 977-6750

PROVIDER NAME :	PROVIDER LICENSE OR ID# (REQUIRED):			DATE OF ORDER:
ORDERED BY:	MAILING ADDRESS:	CITY:	ZIP:	
COUNTY:	PHONE:	FAX:	OFFICE CONTACT:	
MATERIALS	DESCRIPTIONS			QUANTITIES
Health Net's Cultural & Linguistic Services Palm Cards	Palm card: A list of Health Net's Cultural & Linguistic services offer to contracted providers			1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
ICE: Industry Collaboration Effort Better Communication, Better Care: Provider Tools to Care for Diverse Populations	A tool kit containing helpful background information and tools that can be used and reproduced to deliver better health care to a diverse patient population			1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Communicating with Patients Across Cultures 10 Tips for Delivering Culturally Competent Care and Use of Interpreters in Health Care	A brochure developed by physicians, for physicians to offer some techniques for building better relationships with patients who do not speak or understand your language			1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Cultural & Linguistic Articles from Health Net's Physician News	Multicultural Times: A collection of articles addressing the cultural impact on health care.			1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Diabetes and Culture: A pocket guide for physicians	Diabetes and culture general guidelines intended to help physicians provide diabetes health education			1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
Community Advisory Committee Flyer	Bringing together Health Net, members, providers and community organizations to Community Advisory Committee meetings to share their opinions of Medi-Cal and Healthy Families health education and member services programs			1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/>
WORKSHOPS FOR PHYSICIANS AND OFFICE STAFF Check if your office or group would be interest in a workshop or call 1-800-977-6750				
Health Literacy	<input type="checkbox"/>			
Cultural aspect of patient-provider communication	<input type="checkbox"/>			
Cultural Responsiveness	<input type="checkbox"/>			
Customized workshops for requested cultural aspects encountered in health care	<input type="checkbox"/>			



Health Net®

Medi-Cal

Interpreter Services

- Federal and California state law require Medi-Cal providers to communicate in the primary language of their patients as a condition of participation under the Medi-Cal program.
- Participating providers are responsible for providing interpreters, at no cost, to members who require or request interpreter services.

Health Net Interpreter Services Support

Health Net offers support for participating providers who may require assistance in communicating with their patients. Support services are provided at no cost to participating Health Net providers. Support services are county specific, and include:

- Referral to interpreter service vendors in your area.
- Assistance and/or arrangement of telephonic, face-to-face, and/or sign language interpreter services for Health Net Medi-Cal members.
- Resources and trainings to address working with diverse populations, cultures and languages. For support services addressing patient culture and language, please call Health Net's Cultural and Linguistics Department at 800-977-6750.

To access Interpreter Services Support for Health Net Medi-Cal members please call:

Health Net's Member Services Center

800-675-6110

Seven days a week, 24 hours a day

If you need additional assistance, please contact your Provider Network Administrator or Provider Relations Manager in your area. You may contact us by calling the Member Services Center at (800) 675-6110.

Thank you for participating in the Health Net Medi-Cal programs.