

PREMIER PATIENT CARE IPA LANGUAGE ASSISTANCE PROGRAM (LAP)

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Purpose: To describe the processes and resources available for Premier Patient Care IPA (PPCIPA) employees and providers to ensure that the PPCIPA complies with the Language Assistance Regulations in California. Senate Bill 853, requires California health plans to set up a system where services, materials, and information are provided to members in a language that they speak and understand.

Policy: Premier Patient Care members with Limited English Proficiency (LEP) will receive Language Assistance Program (LAP) services upon request. Member requests for LAP services may include interpreter services as well as translation of IPA issued non-standard vital documents and Health Plan issued documents.

PPCIPA refers LAP requests for HMO members to our contracted Health Plans. These plans below offer LAP interpretive and translation services at no cost to the member or provider.

Health Plan	Plan LAP Threshold Languages (other than English)	Plan Interpreter Access	Plan Translation Access (Vital Non-Standard Documents)	Plan Contact For Questions Related to Interpreter / Translation	Additional Resources
<p>BRAND NEW DAY</p>	<p>LA County: English, Spanish, Chinese (Cantonese and Mandarin), Arabic, Armenian, Farsi, Tagalog, Vietnamese, Russian, Cambodian, Khmer, & Korean</p> <p>Orange County: English, Spanish, Vietnamese, and Farsi</p>	<p><u>Face to Face Interpreting Services</u> Brand New Day provides free aids and services to people with disabilities to communicate effectively with us, such as:</p> <ul style="list-style-type: none"> • Qualified sign language interpreters <p>Brand New Day also provides free language services to people whose primary language is not English, such as:</p> <ul style="list-style-type: none"> • Qualified sign language interpreters <p>Call Brand New Day's Member Services Department at (866) 255-4795 at least 5-10 business days prior to the patient's appointment. The following information will be required:</p> <ul style="list-style-type: none"> • Provider name • Language being requested • Member's name and ID number • Member's date of birth • Member's preferred gender • Requestor name and contact information • Date, time and duration 	<p>Brand New Day provides free aids and services to people with disabilities to communicate effectively with us, such as Written information in other formats (large print, audio, accessible electronic formats, other formats). Information written in other languages</p> <p>Member Services Department at: (866) 255-4795, TTY 711</p>	<p>Compliance Dept. (562) 310-6868</p>	<p>https://www.bndhmo.com/</p>

		<ul style="list-style-type: none"> • Location of appointment (Name of Facility, Address, Suite/Room Number) • Type/Purpose of appointment • Provider Specialty • Name and phone number of contact person at appointment site <p>Telephonic Interpretation Services Call Brand New Day's Member Services Department at: (866) 255-4795 TTY 711, speak to a member service representative. Member Services Dept. during hours of:</p> <ul style="list-style-type: none"> • October 1 – March 31: 7 days a week, 8 am – 8 pm, • April 1 – September 30: Monday – Friday, 8 am – 8 pm <p>Give the Member Services Representative the following information:</p> <ul style="list-style-type: none"> • Language being requested • Member's name • Member's ID number 			
<p>Wellcare of California</p>	<p>Chinese Spanish Vietnamese Korean</p>	<p>Wellcare is responsible for providing interpreter services; including ASL. Wellcare Health Plans, Inc.:</p> <ul style="list-style-type: none"> • Provides free aids and services to people with disabilities to communicate effectively with us, such as: <ul style="list-style-type: none"> - Qualified sign language interpreter - Written information in other formats (large print, audio, accessible electronic formats, other formats) • Provides free language services to people whose primary language is not English, such as: <ul style="list-style-type: none"> - Qualified interpreters - Information 	<p>Wellcare Health Plans, Inc.:</p> <ul style="list-style-type: none"> • Provides free written information in other languages and other formats (Braille, large print, audio, accessible electronic formats) <p>Provides free language services to people whose primary language is not English.</p>	<p>1-866-999-3945</p>	<p>https://www.wellcare.com/en/california</p>

		<p>written in other languages</p> <p>If you need these services, contact Wellcare Customer Service at 1-866-999-3945 for help or you can ask Customer Service to put you in touch with a Civil Rights Coordinator who works for Wellcare. <u>Hearing-Impaired, Interpreter and Sign Language Services</u></p> <p>Hearing-impaired, interpreter and sign language services are available to Members through Wellcare Customer Service. PCPs should coordinate these services for Members and contact Customer Service if assistance is needed. To get an interpreter, just call us at 1-888-550-5252, TTY:711. This is a free service.</p>			
Molina	<p>Arabic Chinese Hmong Russian Spanish Vietnamese Tagalog</p>	<p>Qualified face-to-face interpreter services are available at medical appointments for complex care including: some medical or surgical procedures or tests, end-of-life care, cancer care, organ transplants, behavioral health appointments, initial physical therapy, hearing loss appointments, and other appointments as directed by a medical director.</p> <p><u>VRI appointments can be requested by calling the Contact Center</u></p> <p>Molina offers Video Remote Interpretation (VRI) if a telephonic interpreter will not provide meaningful access for an appointment. VRI can be accessed through any standard smartphone, tablet, or laptop equipped with a webcam. No specific software is needed, and the platform is HIPAA compliant and can be used for telehealth visits as well as in-person appointments. Appointments can be requested by calling the Contact Center. Requests should be made 48 hours in advance of an appointment.</p>	<p><u>Translation of Written Documents</u></p> <ul style="list-style-type: none"> Written member-informing documents that provide information regarding access to and usage of plan services are translated into appropriate threshold languages in Molina's counties of operation. Molina also offers vital documents in large print, Braille and in audio format. For more information, see websites below or call the Member and Provider Contact Center. Low literacy health education materials are available in member's preferred 	<p>Molina Healthcare Member Services: 1-888-665-4621</p> <p>Molina Provider Contact Center: (855) 322-4075</p> <p>Please call the Member and Provider Contact Center for all language services.</p> <p>For Medi-Cal members call (888) 665-4621 Mon-Fri, 7am-7pm.</p> <p>For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm.</p> <p>For Medicare</p>	<p>https://www.molinahealthcare.com/providers/california/ask-cultural.aspx</p>

		<p><u>24 Hour Access to Interpreters for LEP members</u> Medi-Cal, Medicare, Applicable Integrated Plan, Covered CA/Marketplace- Providers may call Molina contact center at: (855) 322-4075</p> <p>For After-Hours and Weekends interpreter assistance, call Molina's Nurse Advice Line: ✓ English (888) 275-8750 ✓ Spanish (866) 648-3537</p> <p><u>Sign Language Interpretation</u> To speak to members who are deaf, hard of hearing, or have a speech difficulty, Providers may use the California Relay Service. Dial 711 and give the Relay Operator (RO)/Communication Assistant (CA) the member's area code and telephone number. The RO/CA will connect and communicate via the member's preferred type of communication (TTY, VCO, Internet, ASCII, etc.).</p> <p>Qualified sign language interpreter services at medical appointments to all deaf and hard of hearing members. Molina needs 3-5 working days' notice to identify a qualified sign language or face-to-face preferred language interpreter. Molina cannot guarantee the availability of an interpreter at all times, however we will try our best to have an interpreter at the member's appointment.</p>	<p>languages such as English, Spanish, and other languages as requested. Network physicians may download and print health education materials from the provider website to meet the needs of Molina members. Online materials can be found at:</p> <p>Medi-Cal and Applicable Integrated Plan: https://www.molinahealthcare.com/providers/ca/medicaid/resource/Health-Education-Materials.aspx</p> <p>Medicare: https://www.molinahealthcare.com/providers/common/medicare/CulturallyLinguisticallyAppropriateResources.aspx</p> <p>Marketplace: https://www.molinamarketplace.com/markHMetplace/ca/en-us/Providers</p>	<p>members call (800) 665-0898 Mon-Fri, 8am- 8pm.</p> <p>For Applicable Integrated Plan members call (855) 665-4627 Mon-Fri, 8am-8pm.</p> <p>For after-hours and weekends, please call the Nurse Advice Line:</p> <ul style="list-style-type: none"> • English and all other languages (888) 275-8750 Spanish (866) 648-3537 	
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SCAN	Medicare Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese	Interpreter Services <ul style="list-style-type: none"> SCAN provides free interpreter services to Members. To access services, call the Provider Information Line, twenty-four (24) hours a day at: (877) 778-7226 (TTY User: 711) and select the Interpreter Services option when prompted. You can also access SCAN Virtual Remote Interpretation (VRI) at https://scan.cafluencyvri.com, enter access code: scan and then select language. VRI requires no prior scheduling, offers 	<ul style="list-style-type: none"> SCAN Providers shall have a process to ensure all appropriate departments contact the SCAN Provider Information Line at 1-877-778-7226, Option 5 upon member request for alternative format communication . For in-person appointments 	Member Services: 1-800-559-3500	www.scanhealthplan.com Provider Information Line 1 (877)-778-7226

		<p>professional interpreters in ASL and 170 languages, reduces wait times and provides high quality care in minutes.</p> <ul style="list-style-type: none"> Phone or in-person interpreter services can be requested by calling Member Services at (800) 559-3500 (TTY User: 711) <p>For over-the-phone translation, SCAN has Spanish-speaking Member Services Advocates on-staff. To connect the member to an interpreter for other languages, press 2 for a list of available languages.</p>	<p>, SCAN offers free translation services for members in several languages, including American Sign Language. Members should call to request this service at least 72 hours before the scheduled appointment at 1-800-559-3500.</p>		
<p>United Healthcare</p>	<p>Spanish Chinese ese (Traditional Chinese Characters)</p>	<p>Commercial Plans: UHC members with limited English proficiency have access to translated written materials and oral interpretation services, free of charge, to help them get covered services. For information, call 1-800-752-6096.</p> <p>Verbal Interpreter/Written Translation Services</p> <p>The United Healthcare West Call Center is a central resource for both care providers and members. Please call 800-624-8822 DIAL 711 TDHI</p> <ul style="list-style-type: none"> Access to and facilitate oral interpretation services for members needing language assistance in any language Request an in-person interpreter for a member by selecting the appropriate phone number (based on language preference) to speak with a customer service representative and/or to conference in an interpreter <p>Virtual Onsite Interpreting</p> <p>Our vendor Language</p>	<p>For more support for translated materials or materials format, call Provider Services. Or go to: https://www.uhc.com/legal/nondiscrimination-and-language-assistance-notices</p>	<p>Commercial & Medicare Member Services contact information can be found on the back of members' ID cards.</p> <p>For questions about language assistance services, contact UHC at: uhchealth@uhc.com</p>	<p>www.myuhc.com www.uhc.clatipo.com www.uhc.casian.com</p> <p>More program information: 1-800-752-6096 (Medi-Cal) Multilingual/Telecommunication Device for the Deaf (TDD) Services:</p> <p>866-270-5785. After hours, you may contact 877-261-6608 and enter the Client ID 209677 (do not hit #) Press 1 for Spanish and 2 for all other language TDD 711</p>

		<p>Line® can assist you with interpreter services through your virtual patient office visits. It requires you to:</p> <p>Have a web-based meeting platform, such as Zoom, GoToMeeting, Google Hangouts, WebEx, etc. Fill out the Language Line form and email it to onsiterequests@language.com to schedule.</p> <p>If you need technical assistance or would like to confirm your digital platform is compatible, please contact Language Line at 888-225-6056, option 1. Language Line also provides telephonic interpreter services which can be accessed by calling 866-270-5785. The client ID number is 209677 (do not hit #).</p>			
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http://www.iceforhealth.org/library/documents/Healthplan_CA_LAP_Contact_Sheet_Rev_4_12.xls

LAP requests related to urgent healthcare services will be forwarded within one business day of receipt of the request. LAP requests related to non-urgent healthcare services will be forwarded within two business days of receipt of the request.

Additional language services information is available from the California Office of the Patient Advocate, http://opa.ca.gov/report_card/languageserviceslob.aspx?Insurance=COMMERCIAL

The Premier Patient Care IPA will provide resource and referral information for LAP services requested for all our members. Our Member services 657-206-8700 speaks Spanish, Vietnamese, Chinese, Farci, Tagalog, Korean, per your request. In addition, per PPCIPA policy, access to Healthcare Services, our Customer Service Representatives (CSRs) provide written and verbal translation services for Spanish-speaking members. Other language interpretive -services are available through Language Line Services (657-206-8700). Additional resources are arranged as needed.

-Note: US Census 2023 demographic data analysis of 25.14% of Imperial County, California residents speak only English, while 74.86% speak other languages. The non-English language spoken by the largest group is Spanish, which is spoken by 73.53% of the population.

Procedure: All HMO member communications will include the "Notification of Language Assistance" (NOLA) form approved by their health plan and available on the ICE website. Following are examples of such communications:

- UM denials
- UM delay for additional information or expert review
- Specialist termination letters
- Claims denied as member responsibility

LAP Service Request Documentation and Responses

Requests for LAP services will be accepted from any entity on behalf of the member and will be directed to the IPA's CSRs. CSR staff will:

- Document details of the request in the member's information in Quickcap using the subject line "LAP". Information to be documented include:
 - Date and time the request was received
 - Name of person making the request and their contact information

- Type of request: interpreter services for a visit, translation of document(s), etc.
- Urgent (respond within one business day) or non-urgent (respond within two business days) nature of the request.
- Date and time the request was forwarded to the plan (HMO plan members) or information provided (PPO plan members).
- Forward the request to the HMO plan per required timeframes and provide resource information for PPO plan members.
- Scan and attach all related documents to the member's file.

LAP Service Education

All new PPCIPA employees are oriented to the LAP and their LAP review is documented on the IPA's Orientation Checklist. Providers and their office staff are notified of the Foundation's LAP services via the IPA's website www.humboldtipa.com.

Resources:

CA Health and Safety Code 1367.04(b)(1)(C)(ii); 28 CCR § 1300.67.04(c)(1)(A-C); 28 CCR § 1300.67.04(c)(2)(D)(ii); 28 CCR § 1300.67.4(c)(2)(H)(3)(4); 28 CCR § 1300.67.04(e)

Department of Managed Health Care

http://www.hmohelp.ca.gov/healthplans/gen/gen_langassist.aspx Language Line Services <https://www.languageline.com/interpreting/phone>

World Population Review <http://worldpopulationreview.com/us-counties/ca/humboldt-county-population/>

HICE Toolkit <http://www.iceforhealth.org/home.asp> Library/Approved HICE Documents/Cultural and Linguistics Provider Toolkit/Approved HICE Toolkit/Better Communication, Better Care.