PREMIER PATIENT CARE IPA LANGUAGE ASSISTANCE PROGRAM (LAP)

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 Interprete r / Translatio n	Additional Resources
BRAND NEW DAY	LA County: English, Spanish, Chinese (Cantonese and Mandarin), Arabic, Armenian, Farsi, Tagalog, Vietnamese, Russian, Cambodian, Khmer, & Korean Orange County: English, Spanish, Vietnamese, and Farsi	Face to Face Interpreting ServicesBrand New Day provides free aids and services to people with disabilities to communicate effectively with us, such as:• Qualified sign language interpretersBrand New Day also provides free language services to people whose primary language is not English, such as: • Qualified sign language interpretersCall 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: • Provider name • Language being requested • Member's name and ID number Member's preferred ge • Requestor name and duration • Date, time and duration		Complian ce Dept. (562) 310- 6868	https://www.b ndhmo.com/

		Suite/Room Number) Type/Purpose of appoi Provider Specialty Name and phone num appointment site Telephonic Interpretation Servic Call Brand New Day's Member 255-4795 TTY 711, speak to a member service repi Dept. during hours of: October 1 – March 31:	ber of contact person a es Services Department at: resentative. Member Ser 7 days a week, 8 am – 8 Monday – Friday, 8 am – esentative the following	t (866) vices pm, - 8 pm	
Wellcare of Californi a	Chinese Spanish Vietnamese Korean	Wellcare is responsible for providing interpreter services; including ASL. Wellcare Health Plans, Inc.: Provides free aids and services to people with disabilities to communic ate effectively with us, such as: - Qualified sign language interpreter - Written informati on in other formats (large print, audio, accessib le electroni c formats, other formats) Provides free language services to people whose primary language is not English, such as: - Qualified interpreters - Qualified interpreter	Wellcare Health Plans, Inc.: Provides free written informatio n in other languages and other formats (Braille, large print, audio, accessible electronic formats) Provides free language services to people whose primary language is not English.	1-866-999- 3945	https: //ww w.wel lcare. com/ en/c alifor nia

	1	r			1	1
		written in other				
		languages				
		If you need these services,				
İ		contact Wellcare Customer				
İ		Service at 1-866-999-3945 for				
İ		help or you can ask Customer				
İ		Service to put you in touch				
İ		with a Civil Rights				
		Coordinator who works for				
		Wellcare. <u>Hearing-Impaired,</u> Interpreter and Sign Language				
		Services				
		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.				
	Arabic Chinese	Qualified face-to-face	Translation of Written	Molina	https://www.moli	<u>n</u>
	Hmong Russian	interpreter services are	 Documents Written 	Healthcare	<u>ahea</u> l	
	Spanish Vietnamese	available at medical	member-	Member Services: 1-	thcare.com/prov	4
	Tagalog	appointments for complex care including: some medical	informing	888-665-	<u>ders/ca</u> /medicaid/resourc	ce
	ragalog	or surgical procedures or	documents	4621	<u>/ask_</u>	
		tests, end of-life care, cancer	that provide		<u>cultural.aspx</u>	
		care, organ transplants,	information	Molina		
		behavioral health	regarding	Provider		
		appointments, initial physical	access to and usage	Contact		
		therapy, hearing loss	of plan	Center: (855) 322-		
		appointments, and other	services are	4075		
		appointments as directed by a medical director.	translated			
			into	Please call		
		VRI appointments can be	appropriate	the Member		
		requested by calling the	threshold	and Provider		
		Contact Center	languages	Contact		
		Molina offers Video Remote	in Molina's counties of	Center for all language		
		Interpretation (VRI) if a	operation.	services.		
		telephonic interpreter will not provide meaningful access	 Molina also offers 	For Medi-		
		for an appointment. VRI can	vital documents in	Cal		
		be accessed through any	large print, Braille	members		
		standard smartphone, tablet,	and in audio	call (888)		
		or laptop equipped with a	format. For more	665-4621 Mon-Fri,		
		webcam. No specific	information, see	7am-7pm.		
		software is needed, and the	websites below or call the Member			
		platform is HIPAA compliant	and Provider	For		
		and can be used for telehealth visits as well as in-	Contact Center.	Marketplac		
		person appointments.	 Low literacy 	e members		
		Appointments can be	health	call (888)		
		requested by calling the	education	858-2150 Mon-Fri,		
		Contact Center. Requests	materials are	8am-6pm.		
		should be made 48 hours in	available in	00m-0pm.		
		advance of an appointment.	member's	For		
			preferred	Medicare		
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		 <u>/Health-</u> <u>Resources/</u> <u>Health-</u> <u>Manageme</u> <u>nt.aspx</u> Members 		
		may also download and print health education materials in the topic area of interest. Molina will translate materials into other languages and alternative formats, at no cost to the provider or Member, as requested.		
		Upon request, Molina will translate existing health education materials into members' preferred language. Please call the Member and Provider Contact Center.		
 Medicare Spanish, Simplified Chinese, Korean, Tagalog, Vietnamese	 Interpreter Services 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.cqfluencyvri.c om, enter access code: scan and then select language. VRI requires no prior scheduling, offers 	 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.scanhea Ithplan.c om Provider Information Line 1 (877)-778- 7226

		professional interpreters in	, SCAN offers		1
		ASL and 170 languages,	free		
		reduces wait times and provides high quality care	translation services for		
		in minutes.	members in		
			several		
		Phone or in-person	languages,		
		interpreter services can	including American		
		be requested by calling Member Services at	Sign		
		(800) 559-3500 (TTY User:	Language.		
		711)	Members		
			should call to		
		For over-the-phone	request this service at		
		translation, SCAN has Spanish- speaking Member Services	least 72 hours		
		Advocates on-staff. To	before the		
		connect the member to an	scheduled		
		interpreter for other	appointment at 1-800-559-		
		languages, press 2 for a list of	3500.		
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United	Spa	Commercial Plans:	For more support for translated materials or		www.myuhc.co
Healthc are	nish Chin	UHC members with limited	materials format, call	Commercial 8	<u>m</u> www.uhclati
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		 711 TDHI Access to and 			866-270-5785.
		facilitate oral			Atter hours, you may contact
		interpretation			877-261-6608
		services for members			and enter the
		needing language			Client ID 209677
		assistance in any language			(do not hit #)
		 Request an in- 			Press 1 for Spanish and 2
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Line® can assist you with	
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your virtual patient office	
visits. It requires you to:	
Have a web-based	
meeting platform, such	
as Zoom, GoToMeeting,	
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compatible, please contact	
Language Line at 888-225-	
6056, option 1. Language Line	
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270-5785. The client ID	
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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, <u>http://opa.ca.gov/report_card/languageserviceslob.aspx?lnsurance=COMMERCIAL</u>

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:
 - o Date and time the request was received
 - o Name of person making the request and their contact information

- o 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 therequest.
- o 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 Heath Care <u>http://www.hmohelp.ca.gov/healthplans/gen/gen_langassist.aspx</u> Language Line Services https://www.languageline.com/interpreting/phone

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

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