



CMS Strategic Language Assistance Plan (LAP)

The CMS Strategic Language Assistance Plan (LAP) aims to improve access to CMS federally conducted activities including Medicare and Medicaid by persons with limited English proficiency (LEP.)

ProCare MSO, on behalf of Premier Patient Care IPA PremierCare IPA, Physician Partners IPA, Doctor's Managed IPA, Medex IPA, and Merit IPA, has an ongoing commitment to ensure meaningful and timely access to programs and services for all persons, who as a result of origin, are not proficient or are limited in their ability to communicate in the English language. As a ProCare MSO employee, it is your responsibility to take every measure possible to assist a LEP patient with spoken, written, or interpreter services. In the event that you are unable to assist the patient, your course of action will depend on the patient's insurance carrier.

Depending on our IPA clients' contractual arrangement, your next step for an LEP patient may differ. Most insurance carriers offer a language assistance program. Our IPA websites link to a list of [LAP contacts by health plan](#). Unless otherwise specified, ProCare MSO can refer patients or physicians to the appropriate health plan for free assistance.

In the case of institutionalized patients, it is ProCare MSO's responsibility to process and manage all requests for language assistance services. For information on how to assist these patients, please review the [UM Language Assistance Program policy for Cal MediConnect](#).

It is everyone's responsibility to ensure patients have the language assistance they need. Feel free to learn more about the [CMS Language Assistance Plan \(LAP.\)](#)

If a patient feels that they have been discriminated against based on race, national origin, disability, or age, they can file a civil rights complaint. More information may be found at the following websites:

- Complaint Process: <http://www.hhs.gov/ocr/civilrights/complaints>
- Online Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>