



SECTION 14



LANGUAGE ASSISTANCE SERVICES

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Language Assistance Services

California law requires health plans and insurers provide language assistance services to their limited English proficient (LEP) members. This includes free interpreter services at all health plan points of contact which includes CCHP’s physicians’ offices and other contracted provider offices and facilities.

Provider Responsibilities

CCHP physicians and providers are encouraged to facilitate a member’s access to their health plan’s LAP services.

CCHP physicians and contracted providers must:

- 1) Document the language preference of patients who are Limited English Proficient (LEP) in their medical records.
- 2) Inform LEP patients of the availability of free interpreter services. This includes Informing LEP patients who bring a family member or friend to act as an interpreter.

Note: A copy of CCHP’s member notice “Important Information on Language Assistance Services” is included in this section. Please provide it to all LEP CCHP Members. This notice can also be downloaded from our home page at **www.cchphmo.com**

- 3) If interpreter services are offered and refused, providers should document the refusal in the patient’s chart.
- 4) Please contact the patient’s health plan to assist them in arranging for interpretation services or to identify a patient’s preferred language.

Contacting CCHP for Language Assistance Services

To Request Interpretation or Translation Services, Call:	Threshold Languages (Written Translation)
Member Services 415-834-2118	Chinese





Tips for Working with Limited English Proficient (LEP) Members



Who is a LEP member?

Individuals who do not speak English as their primary language and who have a limited ability to read, speak, write, or understand English, may be considered limited English proficient (LEP).

How to identify a LEP member over the phone

- Member is quiet or does not respond to questions.
- Member simply says yes or no, or gives inappropriate or inconsistent answers to your questions.
- Member may have trouble communicating in English or you may have a very difficult time understanding what they are trying to communicate.
- Member self identifies as LEP by requesting language assistance.

Tips for working with LEP members and how to offer interpreter services

- 1) Member speaks no English and you are unable to discern the language.
 - Connect with health plan or plan's contracted telephonic interpretation vendor to identify language needed.
- 2) Member speaks some English:
 - Speak slowly and clearly. Do not speak loudly or shout. Use simple words and short sentences.
 - How to offer interpreter services:
 - "I think I am having trouble with explaining this to you, and I really want to make sure you understand. Would you mind if we connected with an interpreter to help us? Which language do you speak?"*
 - Or
 - "May I put you on hold? I am going to connect us with an interpreter." (If you are having a difficult time communicating with the member)*

Best practice to capture language preference

For LEP members it is a best practice to capture the members preferred language and record it in the provider's record.

"In order for me to be able to communicate most effectively with you, may I ask what your preferred spoken and written language is?"





Tips for Documenting Interpretive Services for Limited English Proficient (LEP) Patients: Notating the Provision or the Refusal of Interpretive Services

California law requires that health plans and insurers offer free interpreter services to both LEP members and health care providers and also ensure that the interpreters are professionally trained and are versed in medical terminology and health care benefits.

- **Documenting refusal of interpretive services** in the medical record not only protects you and your practice, it also ensures consistency when your medical records are monitored through site reviews/audits by contracted health plans to ensure adequacy of the plan's Language Assistance Program.
 - It is preferable to use professionally trained interpreters and to document the use of the interpreter in the patient's medical record.
 - If the patient was offered an interpreter and refused the service, it is important to note that refusal in the medical record for that visit.
 - Although using a family member or friend to interpret should be discouraged, if the patient insists on using a family member or friend, it is extremely important to document this in the medical record, especially if the chosen interpreter is a minor.
 - Smart Practice Tip: Consider offering a telephonic interpreter *in addition* to the family member/friend to ensure accuracy of interpretation.
 - For all LEP patients, it is a best practice to document the patient's preferred language in paper and/or electronic medical records (EMR) in the manner that best fits your practice flow.*
 - For a paper record, one way to do this is to post color stickers on patient's chart to flag when an interpreter is needed. (For example: Orange = Spanish, Yellow = Vietnamese, Green = Russian)*
 - For EMRs, contact your IT department to determine the best method of advising all health care team members of a preferred spoken language.

**Source: Industry Collaboration Effort (ICE) Tips for Communicating Across Language Barriers; www.iceforhealth.org*

***The universal symbol for interpretive services at the top left of this document is from *Hablamos Juntos*, a Robert Wood Johnson funded project found at:*

http://www.hablamosjuntos.org/signage/symbols/default.using_symbols.asp#bpw



IMPORTANT INFORMATION ON LANGUAGE ASSISTANCE SERVICES

INTERPRETER SERVICES

You can get an interpreter at no cost to you if you need an interpreter to communicate with your doctor or to arrange health care services. To get an interpreter, please call [415-834-2118](tel:415-834-2118) or [TTY 1-877-681-8898](tel:1-877-681-8898), Monday to Friday from 8:30am to 5:00pm and Saturday from 9:00am to 5:00pm.

TRANSLATION OF WRITTEN INFORMATION TO PLAN ENROLLEES

The language most frequently spoken among the Plan's membership is Chinese. Upon your request, the Plan will translate written information that impacts your health care coverage. To request a free translation, please call [415-834-2118](tel:415-834-2118) or [TTY 1-877-681-8898](tel:1-877-681-8898), Monday to Friday from 8:30am to 5:00pm and Saturday from 9:00am to 5:00pm.

If unable to reach us, please contact the Department of Managed Health Care's Help Center at [1-888-HMO-2219](tel:1-888-HMO-2219) or [TDD 1-877-688-9891](tel:1-877-688-9891). It provides telephone translation services in over 100 languages. The Help Center also provides a written translation of the Independent Medical Review and Complaint Forms in Spanish and Chinese. The Help Center is available 24 hours a day, seven days a week to answer questions.

語言傳譯協助的重要信息

傳譯協助

如有需要與醫生及醫療服務機構聯絡，我們可為您提供免費傳譯協助。詳情請於星期一至星期五上午八時半至下午五時及星期六上午九時至下午五時，致電 [415-834-2118](tel:415-834-2118) 與會員服務部聯絡。聽力殘障人士請致電 [1-877-681-8898](tel:1-877-681-8898)。

提供會員翻譯服務

在計劃的會員當中最頻繁講的語言是中文。在您的要求下，本計劃會翻譯您醫療保健的受保範圍資料。假如您需要免費翻譯服務，請於星期一至星期五上午八時半至下午五時及星期六上午九時至下午五時，致電 [415-834-2118](tel:415-834-2118) 與會員服務部聯絡。聽力殘障人士請致電 [1-877-681-8898](tel:1-877-681-8898)。

如果您不能夠聯絡我們，可以致電 [1-888-HMO-2219](tel:1-888-HMO-2219) 或 [TDD 1-877-688-9891](tel:1-877-688-9891)（聽力障礙人士電話）與加州醫療護理管理司查詢。該部門提供超過一百種語言的電話翻譯服務。他們還提供西班牙文及中文的獨立覆查投訴表格。辦公時間一星期七天，全日服務回答問題。

9.14.2010 COM_FINA.

This notice can also be downloaded from our home page at www.cchphmo.com





CHINESE COMMUNITY HEALTH PLAN

445 Grant Avenue Suite 700

San Francisco, CA 94108

Phone: 415-955-8800

Fax: 415-955-8815

IMPORTANT: Can you read this letter? If not, we can have somebody help you read it.

You may also be able to get this letter written in your language. For free help,
please call right away at 415-834-2118

重要事項: 您是否能閱讀此信？

如果無法閱讀，我們將為您提供專員協助服務。我們也能將此信翻譯成您所使
用的語言。欲洽詢免費服務，請立即致電：415-834-2118

9.14.2010 COM_FINAL

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