

HEALTH PLAN OF SAN JOAQUIN		
Subject: Enrollee Assessment		
Department: Health Education		Policy #: C&L 08
Applies to: MC, HF, Commercial		Scope: HE, MS, MKT, CMP
Effective Date: 1/1/09	Revised Date: 07/08	Approved by: <i>Signature on file</i> (Title of Sr. Exec. responsible)

PURPOSE

To develop a demographic profile of HPSJ enrollee population and identify their linguistic needs through surveys and group needs assessment in order to determine threshold languages, to meet the linguistic needs of its membership.

DEFINITIONS

Demographic profile means at a minimum, identification of an enrollee’s preferred spoken and written language, race and ethnicity.

Limited English Proficient or LEP Enrollee means an enrollee who has an inability or a limited ability to speak, read, write or understand the English language at a level that permits that individual to interact effectively with health care providers or Plan employees.

POLICY

- A. HPSJ will conduct a Cultural & Linguistic Group Needs Assessment (GNA) of its Medi-Cal and Healthy Families members pursuant to the requirements of the contracts with DHCS and MRMIB.
- B. HSPJ will utilize additional resources for assessment, including eligibility files received from DHCS and MRMIB, the U.S. Census, and county specific demographic assessments for its services area to assess its entire enrollee population.
- C. HPSJ will survey its members and record their preferred written and spoken language, race and ethnicity in the enrollee’s file on HealthTrio.

PROCEDURES

A. Cultural & Linguistic Group Needs Assessment

The Senior Health Educator is responsible for coordinating the GNA process, including securing the services of a consultant if needed. GNAs are conducted every five (5) years for Medi-Cal, and every three (3) years for Healthy Families. HPSJ will review the information gathered for the GNAs to determine if the data collected accurately represents its entire enrollee population, including Healthy Kids and Healthy Connections, and will review other resources if needed.

1. Medi-Cal GNA is due to DHCS in September, 2013.
2. Healthy Families GNA is due to MRMIB in September, 2010.

B. Demographic Survey

HPSJ will survey its enrollee population by including in member materials a disclosure about the availability of free language services, and how to inform HPSJ and providers of the preferred spoken and written language of the enrollee and their family members.

1. The disclosure is included in member newsletters for all lines of business and in threshold languages, no less than semi-annually. The disclosure is also included in Evidences of Coverages. Member mailings, provider newsletters and messages on hold may also be done as needed.
2. As members call into Members Services to provide their preferred spoken and written language, race and ethnicity information, Member Service Representatives will document the information in the member's file in HealthTrio on the Miscellaneous page. (Attachment 1 – language, race and ethnicity codes). This information is maintained pursuant to HPSJ's HIPPA policies to maintain confidentiality of member PHI.

3. The disclosure will be included in the annual mailings for all lines of business to allow members to call Member Services to update their preferred languages and race and ethnicity data if needed.

REFERENCE

- A. Health & Safety Code Section 1367.04 (b)
- B. CCR Title 28, Section 1300.67.04(c)(1)
- C. DHCS Contract, Attachment 11, #12. C.

<i>Created by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>	<i>Revised by/Date</i>
<i>R.M Morrow 06/08</i>	<i>R. Morrow 07/08</i>				