

HEALTH PLAN OF SAN JOAQUIN		
Subject: Notification of Language Assistance Program – (Member & Provider)		
Department: Health Education		Policy #: C&L 09
Applies to: MC, HF, Commercial		Scope: Company-Wide
Effective Date: 1/1/09	Revised Date: 07/08	Approved by: <i>Signature on file</i> (Title of Sr. Exec. responsible)

PURPOSE

To inform contracted providers and HPSJ members of the Plan’s free language assistance services at all medical and non-medical points of contact, and that LEP information collected by the plan is made available to contracted providers.

DEFINITIONS

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.

Points of Contact means an instance in which a member accesses services including administrative, clinical services, telephonic and in-person contact.

POLICY:

- A. HPSJ will inform its contracted providers of free language assistance services.
- B. HPSJ will make available LEP information collected by the Plan to contracted providers upon request of provider.
- C. HPSJ will inform its members of free language assistance services.

PROCEDURES

- A. HPSJ will inform its members of free language assistance services through:

- Member newsletters (quarterly)
- Evidences of Coverage
- Marketing and outreach materials
- HPSJ website
- New Enrollment packets and annual Member mailings
- Messages on Hold
- Provider referrals
- Community Based Organizations (CBOs)

B. HPSJ will promote identification of LEP member language assistance needs at points of contact to ensure that LEP members are informed at medical and non-medical points of contact that interpretation services are available at no cost to the LEP member, and will facilitate the member's access to the services.

- Identify points of contact which may include, but not limited to:
 - i. HPSJ offices
 - ii. Provider offices
 - iii. Pharmacies
 - iv. Hospitals
 - v. Emergency rooms/urgent care clinics
 - vi. CBO'S
 - vii. Laboratories/dialysis centers
 - viii. Home health services
 - ix. Optometry
- HPSJ has a process to identify language assistance needs of members at all points of contact which include:
 - i. Member requests for services (includes family member requests)
 - ii. Provider requests for services
 - iii. Member complaints

- iv. Member Services requests for services
 - v. 24-Hour Advice Nurse requests
- Members are informed at all points of contact that interpretation services are available at no cost including:
 - i. Signage/Posters at providers offices
 - ii. Member newsletters
 - iii. Provider training
 - iv. Website
 - v. Evidences of Coverage
 - vi. Messages on Hold
 - vii. 24-Hour Advice Nurse
- HPSJ has a process to facilitate individual member access to interpretation services at points of contact. Requests for interpretation services are received through the Member Services Department or the 24-Hour Advice Nurse and are scheduled and provided by the following:
 - i. HPSJ bilingual staff
 - ii. Bilingual provider and provider staff
 - iii. Toll Free Language Line
 - iv. Contracted interpreters
 - v. CBOs
- HPSJ has a process to include the notice advising LEP members of the availability of free language assistance with all vital documents, enrollment materials and all correspondence from the Plan confirming new or renewed enrollment. If documents are distributed in preferred written language, the notice may not be included.
- HPSJ has a process for including statements, in English and threshold languages (Spanish and Khmer), about the availability of free language assistance service, and how to access them in the following:
 - i. Member newsletters
 - ii. New member packets
 - iii. Marketing and outreach materials

- iv. Message on hold
 - v. Website
 - vi. Evidences of Coverage
 - vii. Other member mailings as appropriate
- HPSJ has a process to ensure that contracting providers are informed regarding the Plan’s standards and mechanisms for providing language assistance services at no cost to members, and to ensure the LEP language needs information collected by the Plan is made available to contracting providers. Providers are informed through the following:
 - i. Provider newsletters
 - ii. Provider alerts
 - iii. Provider training
 - iv. Provider office visits
 - v. Facility Site Reviews
 - vi. Provider Manual
 - vii. Website
 - viii. Provider contracts

LEP language needs information can be requested by contracted provider in writing to HPSJ, and also in response to grievances from members.

REFERENCE

- A. Title 28, CCR, Section 1300.67.04(c)(2)(E)

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R. Morrow 03/08	R. Morrow 07/08				

