

HEALTH PLAN OF SAN JOAQUIN			
Subject: Provider Language Assessment			
Department: Provider Services			Policy #: C&L 10
Applies to: Medi-Cal, HF, Commercial			Scope: PS
Effective Date: 7/1/08	Revised Date: 06/11/08	Approved by: <i>Signature on file</i> Medical Director	

PURPOSE

To annually assess the language capability of all contracted providers and provider office staff to ensure the correct listing of their language capabilities in the Provider Directory.

POLICY:

- A. Contracted providers report their language capabilities and the language capabilities of their staff to HPSJ with their application to become a participating provider. Language capabilities of the providers' offices are listed in the Provider Directory.
- B. Annually, the Provider Services Department will identify the languages spoken by contracted providers and their staff. Contracted providers and provider staff can self-assess their language capabilities. The Provider Directory will be updated as needed.

PROCEDURES

- A. HPSJ allows contracted providers and provider office staff to self assess their language capabilities that include the following ranking options:
 - 1. **Poor:** Satisfies elementary needs and minimum courtesy requirements. Able to understand and respond to 2-3 word entry-level questions. May require slow speech and repetition.

2. **Fair:** Meets basic conversational needs. Able to understand and respond to simple questions. Can handle casual conversation about work, school and family. Has difficulty with vocabulary and grammar.
 3. **Good:** Able to speak the language with sufficient accuracy and vocabulary to have effective formal and informal conversations on most familiar topics.
 4. **Very Good:** Able to use the language fluently and accurately on all levels necessary for work. Can understand and participate in any conversation within the range of his/her experience with a high degree of fluency and precision of vocabulary. Unaffected by rate of speech.
 5. **Excellent:** Speaks proficiently equivalent to that of an educated native speaker. Has complete fluency in the language such that speech in all levels is fully accepted by educated native speakers in all its features, including breadth of vocabulary and idioms, colloquialisms, and pertinent cultural preferences. Usually has received formal education in target languages.
- C. Provider Services Department will send providers an annual language survey by mail or fax. The provider will complete the survey and return it to the Provider Services Department.
- D. Providers ranking themselves in a language as a 1-Poor or 2-fair will not have the language listed in the provider database or the Provider Directory.
- E. The Provider Services Department will maintain the languages surveys until another language survey is performed. At that time the old survey will be replaced with the new.

REFERENCE

- A. DHS MMCD Policy Letter 99-03
- B. DHS Contract, Exhibit A, Attachment 9. 12.

C. MRMIB Contract Amendment, Section III. C. 1

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<i>Linda Reynolds 6/11/08</i>					