

HEALTH PLAN OF SAN JOAQUIN			
Subject: Translated Written Member Materials			
Department: Marketing			Policy #: C&L 05
Applies to: MC, HF, Commercial			Scope: MKT, MS, PS
Effective Date: 2/1/06	Revised Date: 8/08	Approved by: <i>Signature on file</i> Marketing Director	

PURPOSE:

To provide accurately translated vital documents free of charge to enrollees of Health Plan of San Joaquin.

POLICY

- A. HPSJ will ensure that all Limited English Proficient (LEP) members have access to linguistically and culturally appropriate informing materials in threshold languages as defined by the Department of Health Care Services (DHCS), Managed Risk Medical Insurance Board (MRMIB) and/or the Department of Managed Health Care (DMHC).
- B. HPSJ's threshold languages of Spanish and Khmer have been defined by a population group of mandatory Medi-Cal beneficiaries residing in San Joaquin County who indicate their primary language as other than English and that meet a numeric minimum 3,000 members or more. Materials will be provided at a sixth grade reading level or as determined appropriate through the Group Needs Assessment and approved by the State, to the extent that compliance with this requirement does not conflict with regulatory agency directives or other legal requirements.
- C. MRMIB requires translation of materials to be in Spanish, and any language representing the preferred mode of communication for the lesser of 5% or 3,000 subscribers of HPSJ's enrollment.

PROCEDURE

- A. Member materials that have been translated are provided to HPSJ members via mail or request. If a language is not indicated or specified at the time of application, the default language is English.
- B. The following written informing documents may be translated into threshold languages.
- Combined Evidence of Coverage and Disclosure Form
 - Notice of Privacy Practices (HIPAA)
 - Access and availability of interpretive services
 - Notice of action letters pertaining to the reduction, denial, modification or termination of services
 - Grievance procedures, including acknowledgement and resolution notices
 - Provider listing or directories
 - Marketing materials
 - Welcome packets
 - Outreach materials
 - Health Plan generated preventive health reminders (i.e., appointments and immunization reminders, initial health examination notices, and prenatal care follow-up)
 - Member surveys
 - Member specific newsletters
- F. For members who are unable to read written materials that have been translated, alternative forms of access to the contents of the written materials will be provided, including but not limited to:
1. Informing LEP members during welcome calls of HPSJ's language assistance services;
 2. Encouraging members to call the Member Services Department if they need help in understanding any of the written materials;
 3. Providing an oral translation of the materials in the member's preferred language, or arranging for this to be done by a competent interpretive service;
 4. Having the written materials available in alternate formats including Braille, CD, large print or audiocassette, upon request.

- G.** Upon request, HPSJ will provide written materials, in the threshold languages, to LEP members in the language of their preference.
 - 1. HPSJ will use the language preference documented in the member file, or as provided by the County's MEDS data for Medi-Cal members, and from the Healthy Families Program enrollment contractor for Healthy Families members to establish the preferred language.

- A.** CCR Title 28, Section 1300.67.04 (F)
- B.** DHS Contract, Exhibit A, Attachment 9, #13. B.2.
- C.** MRMIB Contract, Section III, C. 2. a
- D.** DHS MMCD Policy Letter 99-04, *Translation of Written Informing Materials*

Created by/Date	Revised by/Date	Revised by/Date	Revised by/Date	Revised by/Date	Revised by/Date
2/1/96	D. Hurst 3/13/03	N. Raymond 6/05	L. Futrell 3/08 and 8/08		