

Language Assistance Program Quick Reference Guide

Anthem Blue Cross' State Sponsored Business is committed to providing culturally and linguistically appropriate health care services in a competent manner. This means all reasonable accommodations are provided to ensure equal access to communication resources for members. We achieve this through our Language Assistance Program.

We provide language assistance services to the following members with:

- limited English proficiency (LEP),
- hearing, speech or visual impairments, and
- culturally and ethnically diverse backgrounds.

Language assistance services are not limited to the members identified above.

Language Assistance Program Services and Guidelines

Language assistance services are available to Anthem Blue Cross' State Sponsored Business members at no cost for those enrolled in the following programs:

- Medi-Cal Managed Care
- Healthy Families Program
- Access for Infants and Mothers (AIM) Program
- Major Risk Medical Insurance Program (MRMIP)
- County Medical Services Program (CMSP)

Service Offered	Guidelines
Telephonic interpreter services provided at all points of contact	<ul style="list-style-type: none"> • Professional interpreters are proficient in health care terminology. • Professional interpreters receive training regarding HIPAA and ethical standards. • Points of contact include administrative, clinical, and related services.
Face-to-face and sign language interpreter services	<ul style="list-style-type: none"> • Interpreters are available to members, providers and staff at key points of medical contact. • Three (3) days or more advance notice needed for scheduling face-to-face and sign language interpreters. • Twenty-four (24) hour advance notice requested for cancellations.
TTY services for the hearing impaired	<ul style="list-style-type: none"> • Services available for the hearing impaired during business hours via Anthem Blue Cross' State Sponsored Business TTY line (1-888-757-6034). • After-hour services are available through the California Relay Line 711 or Anthem Blue Cross' 24/7 NurseLine (1-800-224-0336, TTY: 1-800-368-4424).
Vital documents provided in threshold languages	<ul style="list-style-type: none"> • Materials translated prospectively include enrollment, eligibility and membership information, Explanation of Coverage (EOCs) and notices of language assistance. • Members must indicate their preferred written language to receive prospectively translated materials.
Additional materials translated upon request	<ul style="list-style-type: none"> • Materials that are member-specific (e.g., denial, delay or claims letters) are sent in English with the offer of translation upon request. • We send translated materials to the member no later than 21 days from the request date. • Oral translations will be provided for all languages. • Translators are proficient in health care terminology. • Translators receive training regarding HIPAA and ethical standards.

Threshold Language Translations Available

We designed the Language Assistance Program to meet the growing needs of our state's population as well as Anthem Blue Cross' State Sponsored Business membership. Threshold language translations available for State Sponsored Business members are as follows:

Location	Arabic	Armenian	Chinese	Farsi	Hmong	Khmer	Korean	Russian	Spanish	Tagalog	Vietnamese
Medi-Cal (outside of Los Angeles County)*	✓		✓		✓	✓		✓	✓		✓
L.A. Care Health Plan (Medi-Cal inside Los Angeles County)		✓	✓	✓		✓	✓	✓	✓	✓	✓
Healthy Families Program			✓				✓		✓		✓
Access for Infants and Mothers (AIM) Program			✓				✓		✓	✓	✓
Major Risk Medical Insurance Program (MRMIP)			✓				✓		✓	✓	✓
County Medical Services Program (CMSP)									✓		

*Varies by county

Accessing the Language Assistance Program

To access the Language Assistance Program for Anthem Blue Cross' State Sponsored Business LEP members, call our Customer Care Center at the appropriate phone number provided at the end of this Quick Reference Guide and request to speak to an interpreter.

Cultural Sensitivity Resources

In addition to language services, the Language Assistance Program offers web-based information regarding:

Cultural differences including communication styles, health care traditions, commonly held beliefs, alternative medicine and healing disparities including quality of care and preventive care, pain management and treatment, and aging.

You will find more cultural and linguistic information on our website at www.anthem.com/ca, > choose **INFORMATION FOR: Providers** on the lower right > Under **Learn More**, click **State Sponsored Plans** > Scroll to **Health Education** and choose from a variety of links, including **Caring for Diverse Populations**.

Anthem Blue Cross offers additional information in our online [Provider Operations Manuals](#). Follow the instructions above. Upon reaching the **State Sponsored Plans** provider resources page, scroll to **Provider Communications** and choose **Provider Operations Manuals and Important Updates**. On this page, choose from the latest Manual for Medi-Cal, Healthy Families Program, AIM and MRMIP or CMSP.

Tips to Optimize Communications with Your Patients

Here are a few tips when working with telephonic interpreters to optimize communication.

- If possible, speak to the interpreter privately prior to the contact, providing relevant information regarding the member and the important information to convey.
- Interpreters are not allowed to rephrase or clarify. Encourage the interpreter to request clarification or to redirect explanations as needed.
- Direct the conversation to the member, not the interpreter.
- Use short sentences limited to a single concept if possible.
- Allow adequate time for the interpreter to convey the information in the member's language.
- Avoid excessive medical terminology or technical explanations unless the member requests them.
- Avoid interrupting the interpreter.
- If the member's nonverbal cues indicate confusion, ask the member to summarize or restate what you have communicated.

Working Effectively with LEP Members

Offer the Language Assistance Program to members who appear to be LEP, even if a member brings a family member or friend to their health care visit to act as an interpreter. The use of a professional interpreter is preferred because relatives and friends are not usually proficient in health care terminology.

More Communication Tips

Here are a few more communication tips for your use when working with patients:

- When speaking with your patient, speak slowly, not loudly.
- Organize information into short, simple sentences. Place important topics at the beginning and end of the conversation.
- Use open-ended questions to assess for understanding.
- If the member initially refused interpreter services and is not demonstrating full understanding, offer interpreter services again.
- If in-person, monitor non-verbal cues, such as facial expressions, positioning and body language. These may indicate understanding or confusion.

Best Practices for Providers

Hospitals, physicians and other health care professionals should:

- Complete a self-assessment which is kept on file for any providers and staff that act as interpreters
 - A sample employee language skills self-assessment tool is available on the website, http://www.iceforhealth.org/library/documents/ICE_Booklet.pdf.
 - A blank employee language skills self-assessment tool is available on our website, www.anthem.com/ca, > choose **INFORMATION FOR: Providers** on the lower right > Under **Learn More**, click **State Sponsored Plans** > Scroll to **Health Education** and choose the appropriate **Employee Language Skills Self-Assessment Tool**.
- Document the member's preferred spoken and written language in their office chart or medical record.
- Document the communication aid used for the visit, for example the person who provided interpretation services; any use or refusal of a professional interpreter; or the use of family, friend, office staff or the provider as the interpreter.
- Follow the instructions above. Upon reaching the **State Sponsored Plans** provider resources page, scroll to **Health Education** and choose **Free Interpreting Services**. Under **Program Resources**, choose the appropriate form, available in a variety of threshold languages.
- Enhance their own knowledge and appreciation of the cultural differences that are inherent in their region by taking advantage of the opportunities listed on Anthem Blue Cross' website.

Anthem Blue Cross' State Sponsored Business hopes you will find this information useful in your everyday encounters with LEP members. If you have any questions or require assistance with the Language Assistance Program, contact our Customer Care Center at the appropriate phone number below:

Medi-Cal (outside of Los Angeles County):	1-800-407-4627
Medi-Cal (inside Los Angeles County):	1-888-285-7801
Healthy Families Program:	1-800-845-3604
Access for Infants and Mothers (AIM) Program:	1-877-687-0549
Major Risk Medical Insurance Program (MRMIP):	1-877-687-0549
County Medical Services Program (CMSP):	1-800-670-6133

