



<b>Health Care Agency Behavioral Health Services Policies and Procedures</b>	Section Name:	Medi-Cal Managed Care
	Sub Section:	Access
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	SIGNATURE	DATE APPROVED
Director of Behavioral Health Services	<u>Signature on File</u>	<u>3/27/19</u>

**SUBJECT:** Meeting Medi-Cal Beneficiary Language Assistance Needs

**PURPOSE:**

To ensure that Medi-Cal beneficiaries have access to linguistically appropriate services and written materials in the beneficiary’s primary language.

**POLICY:**

The Orange County Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS) shall comply with all requirements for beneficiary language assistance.

**SCOPE:**

These procedures apply to all Behavioral Health Services (BHS) County and County contracted programs providing services to the beneficiaries of the MHP and DMC-ODS.

**REFERENCES:**

- California Code of Regulations (CCR), Title 9, Chapter 11, § 1810.410
- Department of Mental Health Information Notice No. 02-03
- Dymally-Alatorre Bilingual Services Act 1973
- Orange County Mental Health Plan contract with the Department of Health Care Services.
- Orange County Intergovernmental Agreement (IA) for the Provision of Substance Use Disorder services with the Department of Health Care Services.

**PROCEDURES:**

- I. Signage shall be posted in multiple languages at each BHS County and County Contracted clinic notifying Limited English Proficient (LEP) beneficiaries that they have the right to receive free language assistance services and how to access those services. This includes oral interpretation and auxiliary aids, such as TTY/TDY and American Sign Language which shall be available and free of charge for any language. Interpretation services shall be available during all hours the provider is open for business.

- II. Each BHS clinic will have available a BHS Staff Bilingual Directory of linguistically proficient staff/interpreters throughout BHS. This BHS Staff Bilingual Directory shall be updated at least every two years. The Multicultural Development Program may be contacted at 714-667-5600 for the updated BHS Staff Bilingual Directory.
- III. Written Materials
  - A. Publications critical to obtaining services, including at a minimum, provider directories, beneficiary handbooks, appeal and grievance notices, and Notices of Adverse Benefit Determination (NOABD) shall be available in the prevalent non-English languages in Orange County and shall have the taglines that inform individuals with Limited English Proficiency (LEP) about the availability of language assistance services required by contract and regulation.
  - B. Written materials shall be available in a font size no smaller than 12 point.
  - C. Written materials shall be available in alternative formats, including large print (at least 18 point), upon request of the beneficiary at no cost.
  - D. Shall include taglines that inform individuals with Limited English Proficiency (LEP) about the availability of language assistance services in the prevalent non-English languages in the state, as well as large print, explaining the availability of written translation or oral interpretation to understand the information provided. This shall include information explaining the availability of the toll free and TTY/TDY telephone number of the 24/7 access line.
- IV. When the beneficiary's language needs fall outside the identified threshold languages, the following steps shall be taken to link the beneficiary to appropriate services:
  - A. Staff shall first work with their Service Chief / Program Supervisor to identify clinical staff that can work with the beneficiary in the beneficiary's own language.
  - B. Staff shall refer to the BHS Staff Bilingual Directory of linguistically proficient staff interpreters to attempt to link the beneficiary with services in their primary language.
  - C. When a staff interpreter is identified, the immediate supervisor shall make every attempt to ensure staff availability to provide the requested interpreting service.
  - D. If there is no staff person available to act as an interpreter, staff may access a language line to determine what services the beneficiary needs and/or to provide services using the language line until other appropriate interpretive services are located.
  - E. Staff shall attempt to locate and link beneficiaries with services that are linguistically and culturally appropriate. Linkage may be made with a community service organization providing interpretive services.

- F. Staff shall not expect that family members will provide interpreter services.
  - 1. A beneficiary may choose to use a family member or friend as an interpreter after being informed of the availability of free interpreter services.
  - 2. Minor children should not be used as an interpreter.
  
- V. In order to facilitate Cultural/Linguistic Proficiency and access, BHS will:
  - A. At least every other year, all BHS County and County Contracted clinicians, student interns, and volunteers shall be surveyed to determine proficiency in a variety of cultural/linguistic skills that they are able to make available at each clinic. Cultural proficiencies will be self-declared.
  - B. Program Managers shall be informed in advance of the survey distribution. The Service Chiefs/Program Directors for each clinic site shall be responsible for ensuring the survey of all clinicians under their supervision.
  - C. The Service Chiefs/Program Directors shall ensure all completed surveys are forwarded to the Multicultural Development Program within the established timeframe.
  - D. The Multicultural Development Program shall approve the BHS Staff Bilingual Directory using only those staff with cultural/linguistic proficiencies that are supported by current survey documentation.
  
- VI. Each BHS County and County Contracted clinic shall have access to the 24/7 Language Line or other identified interpretative service. Procedures for accessing the Language Line:
  - A. Staff have access to the **24/7 Language Line**, through **Language Line Services Inc.**, at **1 (844) 898-7557** to help assess the individual's needs including making a risk assessment to ensure the person is not in imminent danger.
  - B. Over-the-telephone Interpretation Services – For County AND County Contract Clinics.
    - 1. Use when a beneficiary that has been identified to communicate in a language that staff do not speak, and staff have exhausted all internal office resources:
      - a. Dial **1 (844) 898-7557** (Language Line Services Inc.)
      - b. Indicate the language needed.
      - c. Input the 4 digit unit number.
        - i. To obtain your 4 digit unit number contact your Service Chief

or Supervisor.

- d. Provide the calling staff's name, telephone number (please do not provide personal number).
- e. Interpreter's name and ID number shall be documented in the beneficiary's record.
- f. Brief the interpreter and give any special instructions.
- g. Keep a separate log which includes:
  - i. User Name
  - ii. Date of Call
  - iii. Time of Call
  - iv. Approximate Call Duration

C. On-site (in-person) requests – **For County Clinics ONLY**

- 1. Complete the Onsite Interpreter Request form (can be obtained from Service Chief or Supervisor).
- 2. Email to: [onsiterequests@FluentLS.com](mailto:onsiterequests@FluentLS.com)

VII. Access logs shall indicate whether an interpreter was needed and the response by the beneficiary to offers of interpretive services.