Children's Physicians Medical Group

Rady Children's Health Network

ProviderLink

To: CPMG Providers

From: Children's Physicians Medical Group, Inc. (CPMG)

Date: August 2, 2024

Re: **Language Assistance Services for HMO patients**

As a reminder, California law requires HMO health plans to provide language assistance services to their enrollees whose proficiency in English is limited. Language assistance services, which are available at no cost to patients and physicians, include oral interpreter services at each patient point of contact, such as at a doctor's office or when calling a customer service number.

Accessing an HMO Health Plan's Language Assistance Services

If an HMO patient contacts your office by phone or in person and is in need of an oral interpreter, please help facilitate the patient's access to language assistance services by contacting the patient's HMO health plan at the phone number listed below.

CPMG Contracted Health Plans	Phone Number for Oral Interpreter
Aetna	800-525-3148
Aetna Better Health (Medi-Cal)	855-772-9076
Anthem Blue Cross	888-254-2721
Blue Shield	866-346-7198
Blue Shield Promise (Medi-Cal)	855-699-5557
Cigna	800-806-2059
Health Net	800-522-0088
Health Net Medi-Cal	800-675-6110
United Healthcare	800-730-7270 (Spanish) 800-938-2300 (Chinese) 800-624-8822 (All Other Languages)
Scripps Health Plan	844-337-3700
Sharp Health Plan	800-359-2002

Documenting Patient Refusal of Language Assistance Services

Best Practice Tip: If a patient whose English proficiency is limited refuses to access the patient's HMO health plan's language assistance services, it is recommended that the physician office notate the patient's refusal of the language assistance services in the patient's medical record.

Use of Bilingual Staff as Interpreters

Best Practice Tip: To ensure access to trained healthcare interpreters, it is recommended that practices direct patients with limited English proficiency to the HMO health plan's free language assistance services, rather than rely on their own bilingual staff. The health plan's interpreters are trained in medical and insurance terminology in addition to being proficient in – and culturally sensitive to – diverse ethnic and linguistic nuances. However, the law does not require a limited English proficient patient to access a health plan's interpretation services or prevent a patient from speaking with bilingual provider staff.

Use of Family Members for Interpretation

The law does not prohibit family members from serving as interpreters for patients, but patients need not feel dependent on using family members as interpreters. Patients can now access their HMO health plan's language assistance services at no cost and keep information about their healthcare private and confidential from their family or relatives.

Documenting Language Preference

Best Practice Tip: It is recommended that physicians document each patient's preferred language in the patient's medical record.

Additional Information

HMO health plans are required to notify their enrollees of their free language assistance services. CPMG/RCHN physicians may obtain additional information on language assistance, including tips on working with interpreters and patients, by visiting our website, www.CPMGSanDiego.com.

Should you have any questions regarding this notification, please contact CPMG Provider Relations at providerrelations@rchsd.org

Visit us on our website: www.CPMGsandiego.com