Table of Contents

Section N: Language Assistance Program

N1: Obtaining Access to Cultural and Linguistic Services

State and Federal regulations require CenCal Health to make interpreter and translation services available for limited English proficient members. Limited English proficient (LEP) members include those who have a limited ability to read, speak, write or understand English. CenCal Health is also required to facilitate, promote and provide training in cultural competency for its staff, as well as for health network staff and CenCal Health providers. CenCal Health's Cultural and Linguistic Services program provides and facilitates interpreter and translation services.

The Department of Health Care Services (DHCS) periodically audits CenCal Health's Language Assistance Program which includes interpreter and translation services, as well as on our provider trainings. DHCS auditors may select individual provider offices to review as a part of this audit, to verify whether LEP members are informed of the availability of language assistance and have been offered

interpreter services. CenCal Health will contact, in advance, provider offices selected by the DHCS to participate in its cultural and linguistic services audit when possible.

N2: Accessing Interpreter Services

Providers may request interpreter services for their CenCal Health patients with limited English proficiency. We encourage providers to use CenCal Health's 24/7 telephonic interpreter Service for most routine appointments. Video Remote Interpreting (VRI) for face-to-face interpreter needs for ASL, Spanish and 20 other languages are also now available for specialty appointments through Certified Language International by using their assigned password. Providers may also request face-to-face interpreter services (Spanish) if criteria for these services are met for a network interpreter to be sent to the appointment. For help in identifying your patient's preferred language, see the Provider section of the CenCal Health website.

How to Request Interpreter Services
- Verify the member's eligibility and identify if the member is enrolled with CenCal Health. The member MUST be a member of CenCal Health to use CenCal Health interpreting services, and you may be responsible for payment if determined to be misusing services for non-CenCal Health members.
    - Telephonic interpreter service is to be used for all routine services that do not meet the criteria as noted in Section N, N7 Language Access Program. This service is available 24 hours a day, seven days a week.
    - Video Remote Interpreting (VRI) service is to be used for ASL members and 21 other languages available on demand. Please note that only ASL and Spanish is available 24/7. For cost-effectiveness, CenCal Health asks providers to utilize CLI's voice-only interpreting services whenever possible, and use VRI for complex appointments. For a list of all languages go to cencalhealth.org/providers/cultural-linguistic-resources/
    - Face-to-face (in-person) Spanish and ASL interpreter services, are available based upon the noted criteria in Section N7. This service is available for scheduled medical appointments in an ambulatory setting, and requires at least five working days' advance notice.
    - American Sign Language is available on-demand through VRI, however, if it requires a face-to-face interpreter in-person, please request at least 5 working days in advance notice.

- Please have the following information ready for Face-to-Face scheduling at the time of the request:
    - Member's name
    - Member's CIN or ID#
    - Member's gender and age
    - Date and Time of appointment
    - Type of visit and approximate duration within the noted criteria (does not apply to ASL)
    - Name of doctor/facility
    - Address and phone number of appointment/location

- If the member is eligible with CenCal Health, please contact CenCal Health's Member Services Department by calling **(877) 814-1861**. Prior authorization is required if criteria is met.

Reference Link:
Language List and Hours of operation
https://www.cencalhealth.org/providers/cultural-linguistic-resources/

N3: Documenting Member Refusal of Interpreter Services
CenCal Health ensures that qualified interpreters are professionally trained, culturally competent and well-versed in medical terminology and managed care concepts. Because of these requirements, it is important that provider offices document when members refuse to use the telephonic or face-to-face qualified interpreter services.   We recommend documenting the refusal of any of the interpreter services available to providers (telephonic, VRI, or face-to-face) in the member's record. Documenting refusals can protect the provider and the provider's practice and it ensures consistency when

medical records are monitored through site reviews or audits to ensure adequacy of CenCal Health's Language Assistance program.

N4: Tips for Documenting Telephonic, Video or Face-to-Face Interpreter Services

- CenCal Health recommends documenting whenever telephonic, VRI or face-to-face, including ASL interpreter services are used, in the member's medical record.
- If the member was offered interpreter services and they refused, it is important to note that refusal in the member record for that visit.
- Using a family member or friend to interpret should be discouraged. However, if the member insists on using a family member or friend, it is extremely important to document this in the medical record. Minors should never be used to interpret. Consider offering a telephonic or video interpreter in addition to the family member/friend to ensure accuracy of interpretation when this occurs.
- For all limited English proficient members, it is a best practice to document the member's preferred language in paper and or electronic medical records in the manner that best fits your practice.

Source: Industry Collaboration Effort (ICE) Tips for Communicating Across Language Barriers; www.iceforhealth.org/.

N5: Working with Interpreters for Face-to-Face, Telephonic, and Video Services

Certified Languages International (https://certifiedlanguages.com) hires the very best interpreters available from a nationwide database.

Our face-to-face interpreters for Spanish and ASL needs are independent contractors who we have assessed and tested to assure that they have the highest level of accuracy and professionalism.

However, language interpretation is a three-way conversation between yourself, your patient and the interpreter. Please discuss concerns or issues together to improve all parties' experience, and report any feedback you would like CenCal Health to know to CenCal Health's Cultural & Language Program & Resource Coordinator.

N6: Working with Limited English Proficient (LEP) Members

It is important that providers know how to identify, offer and access interpreter services for LEP members. Below are some recommended tips on how to work with limited English proficient members.

- **Who are considered LEP members?** Individuals who do not identify English as their preferred language and who have a limited ability to read, speak, write or understand English, may be considered LEP.

- **How to identify LEP members over the phone**. An LEP member may exhibit the following characteristics:
    - Is quiet or does not respond to questions.
    - Responds with a simple "yes" or "no," or gives inappropriate or inconsistent answers to your questions.

- May have trouble communicating in English or you may have a very difficult time understanding what he or she is trying to communicate.
- Identifies as LEP by requesting language assistance.

- **How to offer interpreter services to an LEP member when a member does not speak English and you are unable to discern the language.** If you are unable to identify the language spoken by the LEP member, you should request telephonic or video interpreter services through Certified Languages International (CLI) to identify the language needed.

- **How to best communicate with an LEP member who speaks some English but with whom you are having difficulty communicating**. Speak slowly and clearly with the member. Do not speak loudly or shout. Use simple words and short sentences.

- **How to offer interpreter services to the member**. Here are a couple of recommended ways to offer interpreter services:
  - "I think I am having trouble explaining this to you, and I really want to make sure you understand. Would you mind if we connected with an interpreter to help us? Which language do you prefer to speak?"
  - "I am going to connect us with an interpreter. Which language do you speak?" Call Certified Languages International for assistance.
  - If using Video Remote Interpreting (VRI), the member can point to the language they speak.

- Best practice to capture language preference. For LEP members, it is a best practice to capture the member's preferred language and record it in the plan or provider's member data system. You may want to consider asking the following question:

"In order for (provider's name) to be able to communicate most effectively with you, may I ask what is your preferred spoken and written language?

N7: Language Access Program

CenCal Health offers language line assistance and interpreter services for qualifying visits, to assist with communication during medical services for our membership only.

Telephonic and video interpreting services are simple, available 24 hours a day, and free of cost to providers and members. These services can assist with communication between providers and members who do not speak the same language also known as Limited English Proficient (LEP).

To access language services, complete the steps below:

☎ **Telephonic Interpreter Services**
1. Dial the toll-free number: **(800) 225-5254**
2. Provide operator customer code: **48CEN**
3. Indicate to operator that you are calling from **CenCal Health – Providers**
4. Request Language needed
5. Provide your name and phone number, provider's last name, NPI #, CenCal Health member ID and patient name

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⊡ **Video Remote Interpreting (VRI)**
1. Go to the VRI web address: **cencalhp.cli-video.com**
2. Enter the VRI access code: **48cencalhp**
3. Enter required information:
   - Caller's full name
   - Phone number
   - Doctor's last name
   - NPI #
   - Member ID #
   - Patients last name
4. Select the appropriate language to connect to an interpreter via video
   VRI User Guide for VRI

Face-to-Face Interpreters

Face-To-Face interpreter services may be authorized by CenCal Health for members requiring the following CenCal Health-covered services:
- Services for members who are deaf and hard of hearing (American Sign Language (ASL)
- Abuse or sexual assault issues
- End of life issues/ Hospice
- Complex procedures or courses of therapy
- First Physical Therapy appointment and re-check appointment
- First Oncology Appointment
- First Orthopedic Appointments

Prior authorization via the Member Services Line at (877) 814-1861 is required for face-to-face interpreter services requests for those Spanish-speaking members who meet the criteria noted above. CenCal Health encourages providers to coordinate face-to-face interpreter services at least 5 business days prior to appointment. Upon authorization of service, the Cultural and Language Program & Resource Coordinator will schedule a qualified interpreter for the requested date of service. For more information regarding Language Assistance, please visit CenCal Health's website.

Reference Link:
User Guider for VRI
https://www.cencalhealth.org/~/media/files/pdfs/providers/for-providers/cultural-and-linguistic/clivriuserguidewithbluestreatmtechsupport202003.pdf?la=en

VRI Frequently Asked Questing
https://www.cencalhealth.org/~/media/files/pdfs/providers/for-providers/cultural-and-linguistic/clivrifaq202003.pdf?la=en

VRI Minimum Requirements
https://www.cencalhealth.org/~/media/files/pdfs/providers/for-providers/cultural-and-linguistic/clivriminimumrequirements202003.pdf?la=en

N8: Language Assistance

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call CenCal Health Member Services at 1-877-814-1861, or if you cannot hear or speak well (TTY/TDD: 1-833-556-2560 or CA Relay at 711).

Reference Link:
CenCal Health Language Assistance Taglines
https://www.cencalhealth.org/~/media/files/pdfs/members/mu-0004142-eng3-0321-m-ms-hiyl-0621-es.pdf

Language List: Video Remote Interpreting (VRI)

CERTIFIED LANGUAGES
INTERNATIONAL

Speak any language in seconds

	Availability (Pacific Standard Time)
American Sign Language (ASL)	24/7/365
Spanish	24/7/365
Arabic	Monday – Friday, 5 a.m. – 7 p.m.
Bosnian	Monday – Friday, 5 a.m. – 7 p.m.
Burmese	Monday – Friday, 5 a.m. – 7 p.m.
Cantonese	Monday – Friday, 5 a.m. – 7 p.m.
Farsi	Monday – Friday, 5 a.m. – 7 p.m.
French	Monday – Friday, 5 a.m. – 7 p.m.
Haitian Creole	Monday – Friday, 5 a.m. – 7 p.m.
Hmong	Monday – Friday, 5 a.m. – 7 p.m.
Karen	Monday – Friday, 5 a.m. – 7 p.m.
Korean	Monday – Friday, 5 a.m. – 7 p.m.
Mandarin	Monday – Friday, 5 a.m. – 7 p.m.
Nepali	Monday – Friday, 5 a.m. – 7 p.m.
Polish	Monday – Friday, 5 a.m. – 7 p.m.
Portuguese (Brazil)	Monday – Friday, 5 a.m. – 7 p.m.
Punjabi	Monday – Friday, 5 a.m. – 7 p.m.
Romanian	Monday – Friday, 5 a.m. – 7 p.m.
Russian	Monday – Friday, 5 a.m. – 7 p.m.
Somali	Monday – Friday, 5 a.m. – 7 p.m.
Swahili	Monday – Friday, 5 a.m. – 7 p.m.
Vietnamese	Monday – Friday, 5 a.m. – 7 p.m.

Interpretation Service Available

English Translation:
Point to your language. An interpreter will be called.
The interpreter is provided at no cost to you.

Arabic عربي	**Korean** 한국어
أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك. سيتم تأمين المترجم المذ أور مجانا.	귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.
Armenian Հայերէն	**Laotian** ພາສາລາວ
Ցույց տուէք ո՞ր մէկ լեզուն կը խօսիք` Թարգմանիչ մը կանչել կը տանք. Թարգմանիչը կը տրամադրուի անվճար.	ຊີ້ບອກພາສາທີ່ເຈົ້າເວົ້າໄດ້. ພວກເຮົາຈະຕິດຕໍ່ນາຍພາສາໃຫ້. ທ່ານບໍ່ຕ້ອງເສຍເງິນຄ່າແປໃຫ້ແກ່ນາຍແປພາສາ.
Cantonese 廣東話	**Mandarin** 國語
請指認您的語言，以便為您提供免費的傳譯服務。	請指認您的語言，以便為您提供免費的口譯服務。
French Français	**Polish** Polski
Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.	Proszę wskazać swój język i wezwiemy tłumacza. Tłumacza zapewnimy bezpłatnie.
German Deutsch	**Portuguese** Português
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen. Der Dolmetscher ist für Sie kostenlos.	Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.
Hindi हिंदी	**Russian** Русский
अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा। दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।	Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.
Hmong Hmoob	**Spanish** Español
Taw rau koj hom lus. Yuav hu rau ib tug neeg txhais lus. Yuav muaj neeg txhais lus yam uas koj tsis tau them dab tsi.	Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.
Italian Italiano	**Tagalog** Tagalog
Puntare sulla propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.	Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.
Japanese 日本語	**Thai** ไทย
あなたの話す言語を指して下さい。無料で通訳を提供します。	ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย
Khmer (Cambodian) ខ្មែរ (កម្ពុជា)	**Vietnamese** Tiếng Việt
សូមចង្អុលភាសាអ្នក ។ យើងនឹងហៅអ្នកបកប្រែភាសាមកជូន ។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ ។	Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

CLI INSTRUCTION CARD:
OVER-THE-PHONE INTERPRETING SERVICES

NEED AN INTERPRETER?

1. **DIAL 1-800-CALL-CLI (1-800-225-5254)**
2. When the operator answers, tell them:
   a. Your customer code is **48CEN**
   b. You are calling from **CenCal Health - Providers**
   c. The language you need
   d. Your **phone #, doctor's last name, NPI #, CenCal health member ID #** and **patient name**
   e. If you need a third-party dial-out
3. The operator will connect you promptly

CLI CERTIFIED LANGUAGES INTERNATIONAL

200+ Languages
24/7/365 Service
Direct Dial: 503-484-2425

Recommendations for Using an Over-the-Phone Interpreter

For Outbound Calls:
• If you need to reach a Limited English Proficient (LEP) at home or need a third-party dial-out, please first inform the CLI rep before the interpreter is connected.
• Once the interpreter is connected, you can tell the interpreter who to ask for (the LEP's name).
• At this time, you can also tell the interpreter how to proceed if the call goes to voicemail and what message to leave, if desired.

For Inbound Calls:
• Explain to the LEP that all info is confidential and encourage questions.
• Speak clearly.
• Smile and be kind; this helps the LEP feel more comfortable.
• If face-to-face and multiple people are in the room, speak one at a time.
• Speak freely; all CLI interpreters are sworn to confidentiality, neutrality, and the Interpreter Code of Professional Ethics.
• Encourage the interpreter to clarify terms with you if necessary.

CERTIFIED LANGUAGES INTERNATIONAL

User Guide: Video Remote Interpreting Services

Thank you for using CLI's video remote interpreting (VRI) solution.

Here are a few simple steps to connect with a video interpreter.
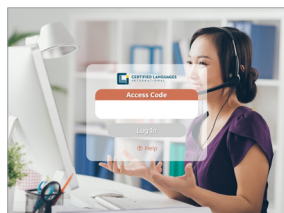
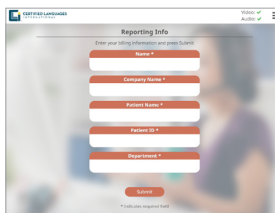**Your VRI web address:**
.cli-video.com

Your VRI access code:

STEP 1

Make sure you are connected to the internet. Navigate to your VRI web address.
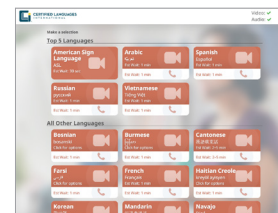
STEP 2

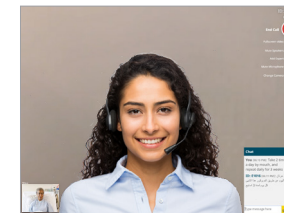Enter your access code to sign in.

STEP 3

Enter the required information and press the "Submit" button.

STEP 4

Select the language you need to connect to an interpreter via video or audio.

STEP 5

Upon connection, an interpreter will appear on the video screen or connect via audio. Your session will now begin.

Tips for a Successful VRI Session

• Remember: Interpreters must interpret any and all words they hear.

• Patients and staff should not hold the video device.

• Speak directly to the patient — not to the interpreter.

• Use the chat box for written instructions.

• Focus the camera on the patient only. Position the camera angle in a way that maintains privacy for the patient at all times.

• When extra privacy is needed, select "Camera Off" under the video camera icon.

• In order to ensure a quality visual connection, make sure the patient is not backlit by a window or any other light source.

• Use the self-view screen in the lower left corner to ensure the interpreter can see the patient clearly; ask the interpreter to confirm that their visual connection is clear.

• After the interpreting session ends, rate your call to submit feedback on quality.

Troubleshooting Assistance

Internal IT Support:
24/7 Bluestream Tech Support:
929-373-7005

Tips: The VRI web platform is optimized for Chrome and Firefox (on PC devices) and for Safari (on Apple/iOS devices).

Please refer to CLI's VRI FAQs for more troubleshooting assistance.