



MHN's Language Assistance Program (LAP)

Training for Providers

08.20.2021

Overview

In today's training we will cover:

- Language Assistance Program (LAP) Background
- LAP Overview
- LAP Compliance Requirements
- Interpreter Access Phone Numbers
- Additional Resources for Providers

Introduction

MHN's LAP Program was created in response to the Health Care Language Assistance Act. It ensures that MHN is in compliance with the Department of Managed Health Care (DMHC) and California Department of Insurance (CDI) regulations regarding language assistance requirements.

What is LAP?

- Services to help members with limited English proficiency (LEP), limited reading skills, are deaf or hard of hearing, are blind or low vision, or have diverse cultural and ethnic backgrounds.
- Ensures all members can obtain language assistance while accessing behavioral health services. This helps eliminate health care disparities and improves the quality of health care.
- Available 24/7. Some services require pre-scheduling and call center business hours vary.
- Contracted providers and office staff have access to the Language Assistance Program (LAP) to support our diverse membership.

Purpose of the LAP

- Create meaningful access to care
- Increase access to care
- Improve the quality of care
- Reduce disparities
- Comply with California Language Assistance regulations

Language Assistance Program (LAP) Overview

Language Assistance **Interpreter** Services Available

*All language assistance services available to members are offered at no cost.

- **Telephonic, Face-to-Face, and Video Remote Interpreter Services:** Helps members communicate with their doctor, other health care providers, and MHN staff.

**Use video or telephone interpreter services for same-day appointments or when an in-person interpreter is not available or fails to show up to a scheduled appointment.*

- **Sign Language Services:** Provides interpreting services for deaf and hard of hearing and other consumers who use American Sign Language as a way of communication.

*** Interpreter Services are available in over 150 languages, 24 hours a day/7days a week at all points of contact.**

Language Assistance **Translation** Services Available

*Translation of vital documents or member-informing materials

- **Oral Translation Services:** Allows members to have MHN documents read to them in their preferred language.
- **Written Translation Services:** Allows members to have MHN documents provided to them in their preferred language.
 - *Alternate format, including Large Font is also available upon request*

*** MHN provides a notice of language assistance services with vital documents to all California members. MHN will provide translated documents in threshold languages (Spanish, Chinese, Korean, and Vietnamese) and provide interpretation and translation services in many more languages.**

What's the difference?

- Interpretation=Verbal (on the telephone or Face-to-Face)
- Translation=Written

LAP Compliance Requirements

Participating providers are required to contact MHN to request language assistance at no cost to the members or the providers.

- MHN uses qualified interpreter services that comply with California requirements.
- In-person, Video Remote Interpreter (VRI) and telephone interpreters are available.
 - In-person and VRI interpreters should be scheduled at least 5 days in advance.
- Telephone interpreters are available in more than 150 languages, 24/7 at no cost.
 - Use of telephone interpreters does not require advanced notice.
Interpreters can offer insights on common cultural communication issues.
- To access these services for Managed Care members, please call the toll free number located on the back of the member's identification card. If this number is unavailable, or to access services for EAP members, please call the MHN Language Assistance Services Line at (888) 426-0023.

Prohibited Language Service Practices

Providers are **prohibited** from:

- **Requesting or requiring** an individual with LEP to provide their own interpreter.
- **Relying on staff** other than certified bilingual/multilingual staff to communicate directly with individual with LEP.
- **Delaying** the appointment time due to availability of interpreter services.
- **Relying** on a minor or accompanying adult to interpret or facilitate communication except:
 - In an emergency where there is no qualified interpreter for the individual with LEP immediately available
 - When an individual with LEP specifically requests that the accompanying adult interpret, that adult agrees to provide such assistance, and reliance on that adult is appropriate.

Timeliness Standards for Translation Services

- Some documents will be pre-translated and distributed to members in their preferred threshold language, if known.
- Other documents are available within 21 calendar days of the request from a member and at no cost.

Timeliness Standards for Interpreter Services

- Telephonic interpreter services will be available within 10 minutes of initiating the call (24 hrs a day/7 days a week).
- 5 business days advance notice for face-to-face interpreter services for routine appointments.
- For same day appointments for routine, urgent, and emergent services, telephonic interpreter services will be offered.

Working With Interpreters

- Hold a brief introductory discussion with the interpreter:
 - Introduce yourself and give a brief nature of the call/visit.
 - Provide relevant information regarding the member and the important information to convey.
- Encourage the interpreter to request clarification or to redirect explanations as needed.
- 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.

What To Do If Your Interpreter Is A No-Show

- Providers are encouraged to offer telephone interpreter services if the face-to-face interpreter does not arrive after a 15 minute wait time.
- Providers can call MHN's customer service team using the member's toll free access line, and a customer service agent will conference the telephone interpreter services' vendor. If this number is unavailable, or to access services for EAP members, please call the MHN Language Assistance Services Line at (888) 426-0023.

Questions

- **Can I use a video remote interpreter with the software or tools that I use to conduct telehealth appointments, other than ZOOM?**

Yes, the interpreter vendors that we contract with are able to use other platform/software for VRI services. Providers will need to give MHN the link and we can forward it to the interpreter vendor to have the interpreter join the meeting.

- **What can I expect when calling MHN to get a telephonic interpreter while my patient is in the office?**

MHN call center representative will ask for the language needed and will conference in an interpreter before releasing herself/himself from the call. This process can take up to 10 minutes to fully connect to an interpreter.

MHN

Thank you!