

Language Assistance Program Reminder

The Health Care Language Assistance Act, effective since 2009, requires all California managed care health plans to provide language assistance and culturally sensitive services to members who are limited-English proficient (LEP).

To comply with this mandate, MHN created the Language Assistance Program (LAP) to ensure that LEP members are able to obtain language assistance while accessing mental health care services. MHN provides members with language assistance through face-to-face, telephonic, and written interpretation services as well as through our diverse network of practitioners. Interpretation services are arranged by MHN prior to referral to a practitioner to support MHN members' linguistic and cultural needs. MHN maintains ongoing administrative and financial responsibility for implementing and operating the language assistance program for members and does not delegate its obligations under language assistance regulations to its participating providers.

Should you discover that a member needs interpretation services after beginning treatment, please contact MHN immediately so that we can assist in obtaining the necessary resources. To access these services for Managed Care members, please call the toll free number located on the back of the enrollee's identification card. If this number is unavailable, or to access services for EAP members, please call the MHN Translation Services Line at (888) 426-0023.

LAP Overview

MHN's Language Assistance Program includes the following:

- Interpreter services for LEP MHN members are available 24 hours a day, seven days a week at all points of contact, by contacting MHN Translation Services at (888) 426-0023. This assistance includes face-to-face, telephonic and written translation services.
- MHN offers a notice of translation services (available in Spanish and Chinese) for vital documents to all California members. This notice is also available to contracted providers for distribution to enrollees upon request.

Provider LAP Compliance Requirements

All MHN providers are required to support the LAP by complying with the following:

- **Interpreter Services** – Use qualified interpreters for LEP members. Interpreter services are provided by MHN at no cost to the provider or the member. You may contact the MHN Translation Services Line or MHN Customer Service to arrange translation services.
- **Member Complaint/Grievance Forms** – Members wishing to file a grievance or complaint should call the number listed on the back of their identification card, or access www.mhn.com to obtain complaint/grievance forms, also available in Spanish or Chinese (links to printable format also provided).
- **Independent Medical Review Application** – Locate the DMHC's Independent Medical Review (IMR) application and provide it to members upon request. This application is available in English, Chinese and Spanish on the DMHC Web site at www.hmohelp.ca.gov/dmhc_consumer/pc/pc_imrapp.aspx.
- **Documentation of language preference**- Document the member's language preference and the refusal or use of interpreter services in the member's medical record. MHN strongly discourages the use of family, friends or minors as interpreters. If, after

DISTRIBUTION DATE:

January 28, 2018

THIS UPDATE APPLIES TO:

- All MHN providers in CA

CONTACT INFORMATION:

MHN Translation Services (888) 426-0023

MHN Customer Service
Call 800# listed on the back of
the member's id card.

Other Provider related services:
Refer to the Provider Portal at
www.providers.mhn.com

being informed of the availability of interpreter services, the member prefers to use family, friends or minors as interpreters, the provider must document this in the member's medical record.

- **Telephonic referral if face-to-face assistance goes beyond 15 minute wait time** – If a scheduled face-to-face interpreter fails to attend appointment within fifteen minutes of the start of the appointment, providers are encouraged to offer the patient the choice of using a telephonic interpreter. Providers can call MHN Customer Service and a customer service agent will conference in the telephone interpreter to expedite services. To access these services for Managed Care members, please call the toll free number located on the back of the enrollee's identification card. For EAP members, please call the MHN Translation Services Line at (888) 426-0023.
- **Notify MHN of Language capability changes** - Practitioners are contractually obligated to notify MHN of any change to their practice, including changes in language abilities, 30 days prior to the effective date of such a change, by attesting to these changes via the Provider Portal at www.mhn.com. MHN does not track bilingual changes among office staff, however practitioners must notify us when there has been an addition/departure of a bilingual clinician from a group practice.

Cultural Competency Training

MHN recommends that all providers participate in a cultural competency training course as part of their continuing education. The United States Department of Health and Human Services' Office of Minority Health (OMH) offers a computer-based training (CBT) program on cultural competency for health care providers. This program was developed to furnish providers with competencies enabling them to better treat California's increasingly diverse population. For more information, refer to the OMH Think Cultural Health Web site at www.ThinkCulturalHealth.hhs.gov.

ADDITIONAL INFORMATION

If you have additional questions regarding translation services available to our members, contact the MHN Service Team indicated on the back of the member id card.

If you have any other questions about your network participation, please submit a Contact Us form through MHN's Provider Portal or email us at professional.relations@mhn.com.