

# Humboldt IPA

## QUALITY MANAGEMENT

### Language Assistance Program

**Purpose:** To describe the processes and resources available for IPA employees and providers to ensure that the IPA complies with the Language Assistance Regulations in California. Senate Bill 853, requires California health plans to set up a system where services, materials, and information are provided to members in a language that they speak and understand.

**Policy:** All IPA HMO and PPO health plan members with Limited English Proficiency (LEP) will receive Language Assistance Program (LAP) services upon request. Member requests for LAP services may include interpreter services as well as translation of IPA issued non-standard vital documents and Health Plan issued documents.

The IPA refers LAP requests for HMO members to Anthem Blue Cross of California and Blue Shield of California. These plans offer LAP interpretive and translation services at no cost to the member or provider.

Health Plan	Plan LAP Threshold Languages (other than English)	Plan Interpreter Access	Plan Translation Access (Vital Non-Standard Documents)	Plan Contact For Questions Related to Interpreter / Translation	Additional Resources
Anthem Blue Cross	Spanish, Chinese (traditional), Vietnamese, Tagalog, Korean	1-888 254-2721 (TTY/TDD:711)	1-888 254-2721	1 800 677-6669	<a href="http://www.anthem.com/ca">www.anthem.com/ca</a> Note: Cultural & Linguistic resources are available on the Provider Home Page, under Provider Services
Blue Shield of California	Spanish, Chinese (Traditional), Vietnamese	Providers: Over-the-phone interpretation 800-541-6652 Members: (866) 346-7198 (TTY/TTD:711)	Please fax Language Services Request Form and document requiring translation to 209-371-5838	1 800 541-6652 Translation Liaison (248) 733-6331	<a href="http://blueshieldca.com">blueshieldca.com</a> Note: Linguistic resources are available on the Provider Connection, Guidelines & Resources, Language Assistance

[http://www.iceforhealth.org/library/documents/Healthplan\\_CA\\_LAP\\_Contact\\_Sheet\\_Rev\\_4\\_12.xls](http://www.iceforhealth.org/library/documents/Healthplan_CA_LAP_Contact_Sheet_Rev_4_12.xls)

LAP requests related to urgent healthcare services will be forwarded within one business day of receipt of the request. LAP requests related to non-urgent healthcare services will be forwarded within two business days of receipt of the request.

Additional language services information is available from the California Office of the Patient Advocate, [http://opa.ca.gov/report\\_card/languageserviceslob.aspx?Insurance=COMMERCIAL](http://opa.ca.gov/report_card/languageserviceslob.aspx?Insurance=COMMERCIAL)

The IPA will provide resource and referral information for LAP services requested for our PPO members.

In addition, per IPA policy, Access to Healthcare Services, IPA Customer Service Representatives (CSRs) provide written and verbal translation services for Spanish-speaking members. Other language interpretive services are available through Language Line Services (1-800-528-5888). Additional resources are arranged as needed.

Note: US Census 2020 demographic data analysis of Humboldt County indicates that over 88.22% of the population speaks only English; 7.65% have Spanish as their primary spoken language, 1.15% speak other Indo-European languages (French, German, Hindi, Persian), 2.4% speak Asian languages (languages indigenous to Asia and Pacific islands) and less than 1% speak other languages.

**Procedure:** All HMO member communications will include the “Notification of Language Assistance” (NOLA) form approved by their health plan and available on the ICE website. Following are examples of such communications:

- UM denials
- UM delay for additional information or expert review
- Specialist termination letters
- Claims denied as member responsibility

#### LAP Service Request Documentation and Responses

Requests for LAP services will be accepted from any entity on behalf of the member and will be directed to the IPA’s CSRs. CSR staff will:

- Document details of the request in the member’s information in EZCap using the subject line “LAP”. Information to be documented include:
  - Date and time the request was received
  - Name of person making the request and their contact information
  - Type of request: interpreter services for a visit, translation of document(s), etc.
  - Urgent (respond within one business day) or non-urgent (respond within two business days) nature of the request.
  - Date and time the request was forwarded to the plan (HMO plan members) or information provided (PPO plan members).
- Forward the request to the HMO plan per required timeframes and provide resource information for PPO plan members.
- Scan and attach all related documents to the member’s file.

#### LAP Service Education

All new IPA employees are oriented to the LAP and their LAP review is documented on the IPA’s Orientation Checklist. Providers and their office staff are notified of the Foundation’s LAP services via the IPA’s website [www.humboldtipa.com](http://www.humboldtipa.com).

#### Resources:

CA Health and Safety Code 1367.04(b)(1)(C)(ii); 28 CCR § 1300.67.04(c)(1)(A-C); 28 CCR § 1300.67.04(c)(2)(D)(ii); 28 CCR § 1300.67.4(c)(2)(H)(3)(4); 28 CCR § 1300.67.04(e)

Department of Managed Health Care [http://www.hmohelp.ca.gov/healthplans/gen/gen\\_langassist.aspx](http://www.hmohelp.ca.gov/healthplans/gen/gen_langassist.aspx)

Language Line Services <https://www.language-line.com/interpreting/phone>

World Population Review <http://worldpopulationreview.com/us-counties/ca/humboldt-county-population/>

HICE Toolkit <http://www.iceforhealth.org/home.asp> Library/Approved HICE Documents/Cultural and Linguistics Provider Toolkit/Approved HICE Toolkit/Better Communication, Better Care.

Approval	Signature	Date
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#### Document History

Date	Action	Comments
1/2009	New	
8/2009	Updated	
5/2010	Reviewed	Approved by QMAC
7/2011	Updated resources and demographic data	
7/2013	Reviewed	Approved by QMAC
7/2014	Reviewed	
2/2015	Updated with IPA	
1/2016	Reviewed	
7/2017	Reviewed	
1/2018	Reviewed	
10/2018	Updated	
1/2019	Reviewed	
10/2019	Updated	Updated languages spoken section
1/2020	Updated	Blue Shield of California Plan Interpreter Access Number
3/2021	Updated	Contact information Approved at QMAC
10/2021	Updated	Updated languages spoken section with 2020 data
12/31/2021	Updated	Resources: Added link to HICE tool Kit <a href="http://www.iceforhealth.org/home.asp">http://www.iceforhealth.org/home.asp</a> , click on Library/Approved HICE Documents/Cultural and Linguistics Provider Toolkit/Approved HICE Toolkit/Better Communication, Better Care.
12/14/2022	Reviewed	No Updates

**Sample Anthem Blue Cross LAP Notice**



**Sample Blue Shield of California LAP Notice**