







# Language Assistance Requirements for UnitedHealthcare Community Plan of California

A member who has special language needs requires collaboration between their care provider and health plan to meet those needs. According to Section 1557 of the Affordable Care Act, we must work together to ensure that language access needs are met for all medical appointments for all limited English proficient (LEP) individuals. If an LEP individual is refused access to language services, it's considered a violation of their civil rights. Section 1557 of the Affordable Care Act also prohibits care providers from requesting LEP individuals provide their own interpreter or rely on a staff member who isn't qualified to interpret. It's the care provider's responsibility to make sure a qualified interpreter is assessed for bilingual proficiency.

Linguistic and cultural barriers can negatively affect members' access to health care. Members may avoid visiting a care provider who does not speak their preferred language or coordinate for interpretation services. Please help us meet the language access requirements for our members by using the following services. For additional support, contact the Provider Call Center at 866-270-5785.

Service	Description
 <b>Cultural Competency and Americans with Disability Act (ADA) Training</b>	Every care provider must undergo training in cultural competency, integrity and compliance. Awareness of cultural competency and ADA requirements helps care providers improve overall care by creating stronger personal connections with their patients. Access the Cultural Competency and Americans with Disability Act Training and additional resources on <a href="http://UHCprovider.com">UHCprovider.com</a> .
 <b>Industry Collaboration Effort Resources</b>	Every care provider must comply with Interpreter Quality Standards Requirements when using bilingual/multilingual staff as interpreters. The Industry Collaboration Effort offers guidance and resources to assist you in identifying, preparing and training bilingual/multilingual staff to support language services offered in your practice. Access the Cultural and Linguistics Provider Toolkit at <a href="http://iceforhealth.org/library">iceforhealth.org/library</a> .
 <b>Language Interpretation Line</b>	We provide oral interpreter services 24 hours a day, seven days a week free of charge. Services are available in over 240 non-English languages and for the hearing impaired. If a member needs interpreter services, they should use a certified interpreter instead of family members. To use a professional interpreter during regular business hours, contact the Provider Call Center at 866-270-5785. After hours, call 866-874-3972 and enter client ID 217865 (don't enter #). Press 1 for Spanish and 2 for all other languages.
 <b>Member Materials</b>	We provide simplified materials written at or below a sixth grade reading level to members with limited English proficiency and who speak languages other than English or Spanish. We also provide materials to visually impaired members in alternate formats such as braille, large print, and audio.