



MHN's Language Assistance Program (LAP)

Training for Providers

08.10.2023

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 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 interpretation 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 information 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 (Chinese, Korean, and Spanish) and provide interpretation and translation services in many more languages.**

What's the difference?

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

LAP Compliance Requirements

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

- MHN uses qualified interpreter services that comply with California requirements.
- In-person, telephonic and video remote interpretation (VRI) services are available.
 - In-person and VRI services should be scheduled at least 5 days in advance.
- Telephone interpreters are available in more than 150 languages, 24/7 and at no cost.
 - Use of telephone interpreters does not require advanced notice.
- 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, please call the MHN Language Assistance Services Line at (888) 426-0023.

Prohibited Language Services 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 individuals 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 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 or video remote interpreter services for routine appointments.
- For same day appointments for routine, urgent, and emergent services, telephonic interpreter services will be offered.

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.

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, please call the MHN Language Assistance Services Line at (888) 426-0023.

Previously Asked Questions:

- **Will these slides be available after the presentation?**
 - Yes, they are located on MHN.com in the “Provider Newsroom” under “Provider Training”. (<https://www.mhn.com/providers/provider-news.html>)
- **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.
- **Are in person appointment interpreters available?**
 - Yes

Previously Asked Questions cont'd:

- **Can non-profit organizations who serve some Medi-Cal patients contract with MHN?**
 - If you offer mild to moderate Behavioral Health services and can qualify, please apply to be in our network.
- **Can we get help getting translated materials that are sent to our patients from MHN translated BACK to English?**
 - Yes, please call us to request this – use the ID number on the material to help us find you the English version.
 - **What about materials sent to our patient from MHN that they then complete in their preferred language. Would you help us translate that?**
 - Yes, same process.
- **If a provider has their own documents that need translating, does MHN do that?**
 - MHN will pay and assist with the translation of MHN provider produced materials that are necessary to provide medically necessary treatment to an MHN member.
- **MHN has pre-translated forms on MHN.com – would you also translate our forms for us to use with your MHN members?**
 - We post appeals and grievance forms in 3 non-English languages and have other forms pre-translated such as Authorization for Disclosure or Release of Information available upon request. MHN cannot translate non-MHN forms/letters at this time.

Previously Asked Questions cont'd:

- **Do we call or email to schedule an interpreter for a video remote Telehealth appointment?**
 - Call the MHN Language Assistance Services Line at (888) 426-0023.
- **Do parents need to be enrolled in LEP before these services are available?**
 - No

MHN

Thank you!