

WHA's Language Assistance Program



PROVIDER GUIDE

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WHA's Language Assistance Program

Western Health Advantage is committed to delivering culturally and linguistically appropriate services to all members, particularly those with limited English proficiency, are deaf or hard of hearing, or are blind or low vision. WHA and its providers must be sensitive to the cultural and linguistic differences of their members, including the cultural variation in the management of disease.

All WHA providers need to comply with WHA's Language Assistance Program (LAP) by assisting any members with limited English proficiency, or who are deaf/hard of hearing or blind/low vision with access to LAP services. WHA's LAP complies with federal and state requirements and the accreditation standards of the National Committee for Quality Assurance. This guide was developed to assist you in serving WHA's diverse population.

The goal of the LAP is to:

- ensure members with limited English proficiency and members who are deaf/hard of hearing or blind/low vision receive the same scope and quality of health care services that others receive,
- ensure the availability and accessibility of appropriate cultural and linguistic services including quality interpreting services and written materials in a member's preferred language and format,
- improve health outcomes, decrease disparities, and enhance member and provider communication, and
- evaluate and improve cultural and linguistic programs and services.

Members are informed of their right to language assistance services through various documents and sources, including WHA's Evidence of Coverage and Disclosure Form (EOC/DF), website, and other documents.

Quick Start Guide

1. First use the cultural and linguistic (C&L) resources of your contracted medical group. If the C&L resources of your contracted medical group are not available, utilize the resources that WHA offers.
2. For telephone interpretation, call one of the three WHA vendors listed in this guide.
3. For American Sign Language (ASL), document translations, Braille, and other sensory formatted documents, contact WHA's Member Services at 916.563.2250 or toll-free at 888.563.2250, Monday through Friday, from 8:00 a.m. to 6:00 p.m.

Member Choice in Choosing a Provider

Members can choose a provider based on a number of factors, including whether their provider and/or their staff speak their preferred language. To aid in making informed choices, WHA's Provider Directory is searchable by a provider's self-declared language(s) other than English.

Identifying Members with Limited English Proficiency

WHA uses various methods to ascertain a member's preferred written and spoken language, including at the time of enrollment. Where available, this information is included in the member's enrollment/eligibility record and is available to WHA's medical groups through the eligibility verification process or by contacting Member Services.

Offering Language Services

Asking members if they want to use an interpreter can sometimes be uncomfortable for both providers and members. Members may feel that their language skills are being questioned or that the use of an interpreter will delay care or incur cost. The following are sample scripts you and your staff may wish to use to offer language assistance services, which are provided free of charge.

- "We want to make sure you have the best possible communication with your doctor so that you receive the highest quality of care. I am going to arrange for <insert language assistance service of choice, for example, an interpreter> to help us. Don't worry; language assistance services are free of charge."
- "In case you'd like to use an interpreter, I'd be happy to call for one. Don't worry; language assistance services are free of charge."
- "I can understand why you'd feel more comfortable with your <spouse, friend> interpreting for you today, but, the interpreter services we offer can provide you and your doctor with quality interpretation by people trained to understand medical information and confidentiality. May I call an interpreter to help us? Don't worry; language assistance services are free of charge."

Using the I-Speak Language Identification Guide

The I-Speak Language Identification Guide (see page 12) is a tool for providers to identify the language of members they encounter who do not speak English. Show the card to the member and they can point to their preferred language.

Using Bilingual Staff

WHA's providers and members should first use the interpreter staff and other language assistance services offered by their medical group. Bilingual staff must meet the regulatory standards for interpreters, including but not limited to documented and demonstrated proficiency in both English and the other language(s), fundamental knowledge in both languages of health care terminology and concepts, and education and training in interpreting ethics, conduct, privacy, and confidentiality. For more information about these requirements, please contact your medical group's language assistance services office or email languageassistance@westernhealth.com.

Using Family, Friends, and Minors to Interpret

WHA does not prohibit adult family members and friends from serving as interpreters for members; however, it is discouraged. Members must first be offered professional language assistance and informed of the benefits of using professional interpreter assistance, including those listed below. If the member refuses the offer of using a professional and prefers to use a family member or friend, that refusal must be documented in the member's medical or other record.

The benefits of using professional language assistance are many. Family and friends may be unfamiliar with medical terminology, which may lead to misunderstandings and errors; provide unsolicited advice; and/or have personal agendas. Additionally, the member's privacy and confidentiality is at risk.

Minor children should not be used as interpreters, except

in extraordinary situations such as medical emergencies where any delay could result in harm to a member, and only until a qualified interpreter is available. If a member insists on utilizing a minor child for interpretation, this must be documented in the member's medical or other record.

Documentation

The use of interpreter services and the type of service utilized (e.g., in-person or telephonic) must be documented in the member's medical or other record.

Alternatively, refusal by the member to use professional interpreter services must also be documented in the member's medical or other record.

Tips for Working with Interpreters

The following recommendations will help you effectively work with a language or American Sign Language (ASL) interpreter and will promote better communication, health outcomes, and member satisfaction:

- After introducing yourself to the interpreter, speak directly to the member, not the interpreter. Don't say, "tell him" or "tell her." Position yourself to look directly at the member and not the interpreter.
- Ask one question at a time.
- Keep statements short and pause to allow for interpretation.
- Speak in a normal voice—clearly, not too fast or slow.
- Avoid slang, jargon, and technical terms that may not be understood.
- Be prepared to repeat yourself and rephrase statements if your message is not understood.
- Observe the member's body language for signs of misunderstanding.
- Don't say anything you don't want the member to hear.
- Check to see if the message is understood by having the member repeat important information and/or instructions.

Guide to Using Language Services

WHA's providers should first use the interpreter staff and other language assistance services provided by their medical group; however, if these services are not available, WHA offers interpretation services for all members with limited English proficiency, deaf and hard of hearing members, and blind or low vision members. Interpreting services are available to all members in more than 150 different languages and are provided at no cost to the member.

Members must not be subjected to unreasonable delays in receiving appropriate interpreting services including when scheduling and at the time of appointments. WHA's 24-hour phone interpretation services may be used in the event that on-site bilingual staff or the medical groups' telephone interpreters are not available.

Your Medical Group's Language Assistance Program

Use this space to write the contact information for your medical group's language assistance program:

Name _____

Phone Number _____

Hours _____

Accessing WHA's Interpreter Services

Telephonic Interpretation for Members with Limited English Proficiency

WHA contracts with the telephonic language vendors, listed on the following pages, to provide interpretation services, 24 hours a day, 7 days a week. Providers must have the following information available before placing the call:

- WHA account number
- Medical group code or PIN
- Member's name and WHA member ID number

Accessing an Interpreter using Language Valet



1. Dial 1.844.931.1248

NOTE: You must provide the following information when prompted

2. Enter the 3-digit code of the language you need:

- For Spanish: Enter 101
- For All Other Languages: Use code found in the Language Valet Language List (below)

3. Enter your 4-digit PIN associated with your medical group:

- 5650 – Dignity Health
- 8540 – Dignity Health Mercy Medical Group
- 1260 – Dignity Health Woodland Healthcare
- 6794 – Hill Physicians (Sacramento Area)
- 9870 – Meritage Medical Network
- 4712 – NorthBay Healthcare
- 2804 – Providence Medical Network (formerly St. Joseph Health)
- 6665 – UC Davis Health System
- 4254 – All Subcontracted Providers

4. Enter the Custom Call Code (CCC) - 16362 and press the # key

NOTE: Entering the # key after the CCC is not required but will improve your connect time.

LANGUAGE VALET

LANGUAGE LIST

A	252 Bao-an	344 Cherokee	E	532 Fukienese
264 Acholi (Sudan-Uganda)	136 Basque	525 Chichewa	272 Ebon	514 Fulani
265 Afghan	314 Bassa	378 Chin	273 Edo	229 Fuzhou
224 Afrikaans	225 Belorussian	405 Chin (Falam)	398 Egyptian Arabic	G
516 Akan	324 Bemba (Zambia)	406 Chin (Hakha)	274 Eritrean	230 Ga
418 Akateko	584 Bengali	426 Chin (Matu)	349 Eskimo	231 Gaddang
120 Aklan	269 Berber	408 Chin (Matu)	326 Esperanto	232 Gaelic
570 Albanian	585 Bhojpuri	417 Chin (Zanniat)	577 Estonian	250 Galician
404 American Sign Language	391 Bhutanese	407 Chin (Zophei)	275 Ethiopian	280 Gallinya
527 Amharic (Ethiopia)	118 Bicol	530 Chinese	321 Ewe	281 Gana
323 Apache	382 Borana	346 Chui Chow	F	282 Ganda (Uganda)
103 Arabic	263 Bosnian	534 Chungshan	327 Fang	388 Garri
421 Armenia (Western)	270 Brazil - Portuguese	316 Chuukese	574 Fanti	216 Georgian
572 Armenian	569 Bulgarian	347 Cree	107 Farsi	557 German
420 Armenian (Eastern)	542 Burmese	348 Creek	127 Fijian	322 Grebo
365 Ashanti	C	341 Crioulo	517 Fijian Polynesian	571 Greek
139 Assyrian	325 Cakchiquel	567 Croatian	395 Filipino	125 Guamanian
109 Azerbaijani	548 Cambodian	563 Czech	552 Finnish	350 Guarani
B	531 Cantonese	D	227 Flemish	583 Gujarati
343 Bahasa/Brunei	513 Cape Verdean	271 Dakota	228 Fon	401 Gulf Arabic
394 Baluchi	132 Catalan	555 Danish	276 Foochow	284 Gwa
519 Bambara	122 Cebuano	111 Dari (Afghanistan)	558 French	H
267 Bandda	138 Chaldean	131 Dinka (Sudan)	277 French Cajun	129 Haitian Creole
268 Bangi	403 Chamorro	556 Dutch	383 French Canadian	539 Hakka
	538 Chao Chow	392 Dzongkha	217 French Creole	396 Hamar-Bana
	226 Chavacano		278 Frisian	522 Hausa

LANGUAGE VALET

LANGUAGE LIST *continued*

285 Hawaii Creole	376 Kongo	389 Mola	R	528 Tigrigna (Eritrea)
106 Hebrew	541 Korean	340 Moldovan	430 Rohingya	307 Tohono O'Odham
582 Hindi	320 Krahñ	150 Mongolian	298 Romani	305 Toisan
351 Hindko	241 Krio	330 Montagnard	566 Romanian	536 Toishanese
319 Hindustani	364 Kru/Krumen	Dega/ Mon-Khmer	578 Russian	128 Tongan
546 Hmong	370 Kunama	339 Montenegrin	S	334 Triqui
286 Hokkien	140 Kurdish	281 Moroccan Arabic	126 Samoan	342 Trukese/ Chuukese
310 Hopi	414 Kurdish (Badini)	390 Mossi	431 Saraiki	259 Tshiluba
233 Huibei	372 Kurdish (Kurmanj)	N	400 Saudi Arabic	112 Turkish
352 Huizhou	375 Kurdish (Sorani)	293 Nahuatl	255 Sengalese	595 Twi
147 Hunanese	L	248 Nanjing	148 Serbian	U
565 Hungarian	353 Lahu	144 Navajo	299 Serbo-Croatian	576 Ukrainian
I	143 Lakota	374 Ndebele	537 Shanghaiese	579 Urdu
234 Ibanag	367 Lanzhou	249 Neapolitan	333 Sichuan/Szech- uan	410 Uyghur
218 Ibo	543 Lao	102 Nepali	256 Sicilian	336 Uzbek
133 Icelandic	204 Latvian	363 Nigerian English	393 Sierra Leone Creole	V
113 Ilocano	524 Lingala	Pidgin	257 Sindi	549 Vietnamese
121 Ilonggo	575 Lithuanian	554 Nowegian	589 Sinhala	308 Visayan
550 Indonesian	313 Loma	294 Nuer (Sudan)	564 Slovak	214 Visayan
518 Inupiaq	242 Luganda	O	301 Slovakian	W
399 Iraqi Arabic	329 Luo	251 Oromo (Ethiopia)	134 Slovenian	119 Waray-Waray
559 Italian	243 Luxembourggeois	386 Ouatchi	142 Somali	428 Welsh
J	M	P	312 Soninke	520 Wolof
235 Jakartanese	315 Maay Somali	296 Paluan	413 Soninke (Maraka)	306 Wu
357 Jamaican English	568 Macedonian	116 Pampango	337 Soninke (Sarahu- leh)	260 Wuxinese
Creole (Patois)	587 Maghi	114 Pangasinan	419 Soninke (Sara- kole)	X
540 Japanese	586 Maithili	253 Papiamento	101 Spanish	Y
411 Jarai	244 Malagasy	110 Pashto (Afghani- stan)	258 Suchown	361 Yapese
236 Javanese	551 Malay	397 Pennsylvania	311 Sudanese Arabic	387 Yemeni Arabic
379 Jingpho	588 Malayalam	Dutch	368 Susu/Soso	135 Yiddish
328 Jula	354 Malinke	297 Persian	104 Swahili	521 Yoruba
K	245 Maltese	254 Pidgin English	433 Swahili (Chimwi- ni)	362 Yucateco
371 Kachchi	318 Mam	331 Pohnpeian	422 Swahili (Kibajuni)	262 Yugoslavian
412 Kamba	535 Mandarin	562 Polish	553 Swedish	146 Yupik
288 Kanjobal	515 Mandingo	573 Polynesian	377 Sylheti	Z
289 Kannada	246 Mandinka	561 Portuguese	108 Tadzhik	115 Zambal
369 Karen	247 Mankon	141 Portuguese Cre- ole	302 Taechew	380 Zande
384 Karenni	205 Marathi	358 Pothohari	117 Tagalog	529 Zapoteco
237 Kashmiri	291 Marshallese	409 Pulaar	533 Taiwanese	335 Zarma
385 Kayah	355 Maya	580 Punjabi	137 Tamil	427 Zomi
238 Kazakh	356 Mende	332 Purepecha/Taras- co	303 Telugu	309 Zulu
544 Khamu	545 Mien	Q	359 Temne	
523 Khmer	423 Mina	145 Quechua	547 Thai	
239 Kikuyu	373 Mirpuri	317 Quiche	105 Tibetan	
366 Kinya/Rwanda	292 Mixteco			
240 Kirghiz	415 Mixteco Alto			
338 Kirundi	416 Mixteco Bajo			
424 Kiswahili	591 Mizo			
425 Kizigua				

Accessing an Interpreter using Language World Services



1. Call 1-844-723-6288
2. Enter your medical group access code:
 - 89691452 – Dignity Health
 - 70064352 – Dignity Health Mercy Medical Group
 - 72226186 – Dignity Health Woodland Healthcare
 - 63752894 – Hill Physicians (Sacramento Area)
 - 55543653 – Meritage Medical Network
 - 25591430 – NorthBay Healthcare
 - 28008306 – Providence Medical Network (formerly St. Joseph Health)
 - 30865405 – UC Davis Health System
 - 1450782 – All Subcontracted Providers
3. Speak or press your language preference

LANGUAGE WORLD SERVICES

LANGUAGE LIST

47 Albanian	80 Dari	70 Indonesian	72 Mongolian	85 Tamil
39 Amharic	84 Dutch	56 Italian	25 Nepali	86 Teddim
23 Arabic	33 Farsi	63 Japanese	96 Oromo	57 Thai
59 Armenian	73 Filipino	34 Karen	77 Pashto	83 Tibetan
58 Bangla	26 French	60 Karenni	74 Persian	45 Tigrinya
48 Bengali	36 Fulani	94 Kinyarwanda	42 Polish	97 Tongan
37 Bosnian	82 Georgian	53 Kirundi	35 Portuguese	54 Turkish
67 Bulgarian	61 German	30 Korean	49 Punjabi	66 Twi
21 Burmese	68 Greek	76 Kurdish	52 Romanian	71 Ukrainian
51 Cambodian	40 Gujarati	50 Laotian	27 Russian	41 Urdu
55 Canadian French	28 Haitian Creole	69 Lithuanian	79 Samoan	22 Vietnamese
31 Cantonese	95 Hakha-Chin	93 Macedonian	62 Serbian	88 Yoruba
32 Chin	87 Hakka-Chinese	78 Mai Mai	64 Serbo-Croatian	99 All Other Languages
95 Chin-Hakha	90 Hebrew	75 Malayalam	29 Somali	
28 Creole (Haitian)	43 Hindi	24 Mandarin	1 Spanish	
92 Croatian	44 Hmong	89 Mandingo	38 Swahili	
91 Czech	65 Ibo	81 Marshallese	46 Tagalog	

Communication Resources for Members with Hearing, Speech, or Vision Loss or Impairment

WHA ensures equal access to health care services for members with hearing, speech, or visual loss or impairment through the coordination of interpreting services and the provision of auxiliary aids at no cost to members.

WHA's providers and members should first use the interpreter staff and other language and sensory assistance services offered by their medical group. American Sign Language (ASL) interpreters must meet the regulatory standards for interpreters, including but not limited to documented and demonstrated proficiency, fundamental knowledge of health care terminology and concepts, and education and training in interpreting ethics, conduct, privacy, and confidentiality. For more information about these requirements, please contact your medical group's language assistance services office or email languageassistance@westernhealth.com.

Your Medical Group's Sensory Impairment Assistance Program

Use this space to write the contact information for your medical group's sensory impairment assistance program:

Name _____

Phone Number _____

Hours _____

Sensory impairment assistance services provided by WHA include the following:

American Sign Language (ASL) Interpreting

WHA contracts with vendors to serve our hearing- and speech-impaired members by providing in-person ASL interpretation. To request ASL services, please call WHA Member Services at 916.563.2250 or toll-free at 888.563.2250, Monday through Friday, from 8:00 a.m. to 6:00 p.m.

At least 72 hours is needed to arrange an interpreter through these vendors and providers must have the following information available before calling WHA Member Services:

- Your name
- Medical group name
- Your contact number
- Your email address
- Member's name and WHA member ID number
- Service type:
 - On-Site (English): Face-to-face between English speakers and sign language users
 - On-Site (Spanish): Face-to-face between Spanish speakers and sign language users
- Gender preference: female, male, or no preference
- Situation: Briefly describe the circumstances for the requested service
- Date(s) and start/end time(s) of service
- Site name and address
- On-site contact name and telephone number

At this time, WHA can only provide ASL services in English and Spanish.

California Relay Service – TTY/TDD

The California Relay Service (CRS) is an exchange service that enables a person using a teletypewriter (TTY and TDD) to communicate by phone with a person who does not use a TTY and vice-versa. There is no additional charge for this service. Subcontractors and network providers may utilize the CRS directly for members with hearing or speech loss. TDD/TTY service is available Monday through Friday from 8 a.m. to 5 p.m. in either English or Spanish.

For CRS assistance services call:

- WHA Member Services: 888.877.5378 or 711 (TDD/TTY)
- Nurse Advice Services: 877.793.3655 (711 TTY)
- Covered California Service Center: 888.889.4500 (TTY)

Materials in Alternative Formats

WHA contracts with vendors that develop written and audible materials in alternate formats for our members with visual loss or impairment, such as:

- Braille
- Large print
- Audio (CD or MP3)
- AccessOne PDF (a PDF document in large print that can be read, listened to or printed)

WHA's providers and members should first use the interpreter staff and other language and sensory assistance services offered by their medical group. WHA provides these services upon request at no charge to members. Members may request materials in alternative formats from their provider or by calling WHA Member Services at 916.563.2250 or toll-free at 888.563.2250, Monday through Friday, from 8:00 a.m. to 6:00 p.m.

Your Medical Group's Alternate Formats Assistance Program

Use this space to write the contact information for your medical group's alternate formats assistance program:

Name _____

Phone Number _____

Hours _____

Provider requests for alternate formats of non-urgent documents must be sent to WHA within two (2) business days of the member's request, as they must be provided within 21 days of request by law. Urgent document requests must be provided to WHA within one (1) business day of the request, as they must be provided within three (3) calendar days by law.

Contact WHA's Member Services to initiate the request for alternate formats at 916.563.2250 or toll-free at 888.563.2250, Monday through Friday, from 8:00 a.m. to 6:00 p.m. and have the following information available:

- Your name
- Your medical group name
- Your contact number
- Your email address
- Member's name and WHA member ID number
- Provider's name
- Document(s) to be converted into an alternate format (must be sent by secured email to WHA)
- The format requested, e.g., braille, large print, audio (in CD or MP3), or AccessOne PDF
- The member's preference for receiving the alternate format document, e.g., through email (not available for braille), postal mail, or pick up in person at WHA's main office.

By law, providers initiating a request for alternate formats on behalf of a member must keep a log of the date the member request was received and when the document was provided to WHA.

Written Translation Services

All written materials intended for members falling under the category of "vital" documents are automatically translated and made available in Spanish, WHA's threshold language. "Vital" documents include, but are not limited to:

- Enrollment applications
- EOCs
- Consent forms
- Letters containing eligibility information and participation criteria
- Prior authorization criteria
- Grievance and appeal rights information and forms
- Notices about the availability of free language assistance and how to access it
- Explanation of benefits or other claim processing information if the document requires a response from the member

Spanish versions of these documents can be found on the WHA website at westernhealth.com or by calling Member Services at 916.563.2250 or toll-free at 888.563.2250, Monday through Friday, from 8:00 a.m. to 6:00 p.m.

WHA's providers and members should first use the translation assistance services offered by their medical group.

Your Medical Group's Translation Assistance Program

Use this space to write the contact information for your medical group's translation assistance program:

Name _____

Phone Number _____

Hours _____

Documents can also be provided in up to 150 different languages. If a member desires translation of another type of document not listed above or in a language other than Spanish, they may call the WHA Member Services Department at 916.563.2250 or toll-free at 888.563.2250, Monday through Friday, from 8:00 a.m. to 6:00 p.m. WHA Member Services may offer to interpret the document over the phone using a language services vendor, if applicable. If a member prefers to receive a written translation of the document, WHA Member Services will initiate the translation process.

Alternatively, a member may request translation of a document from his or her provider. Requests for translation of non-urgent documents from a provider must be sent to WHA within two (2) business days of the member's request as they must be translated and sent to the enrollee within 21 days of request by law. Urgent documents must be provided to WHA within one (1) business day of the request as they must be translated and sent to the enrollee within three (3) calendar days by law. In urgent situations, WHA recommends oral interpretation in person or telephonically of the document, instead of waiting for a written translation.

Contact WHA's Member Services to initiate the translation request at 916.563.2250 or toll-free at 888.563.2250, Monday through Friday, from 8:00 a.m. to 6:00 p.m., and have the following information available:

- Your name
- Medical group name
- Member's name and WHA member ID number
- Document(s) to be translated (must be sent by secured email to WHA)
- Language to be translated
- Member's preference for receiving the translated document, e.g., through email, postal mail, or picked up in person at WHA's main office

By law, providers initiating a document translation request on behalf of a member must keep a log of the date the member request was received and when the document was provided to WHA.

I-Speak Language Identification Guide

I SPEAK...

ARABIC	أنا أتحدث اللغة العربية	LAOTIAN	ຂ້ອຍປາກພາສາລາວ
ARMENIAN	Ես խոսում եմ հայերեն	LITHUANIAN	Aš kalbu lietuviškai
BENGALI	আমি বাংলা কখা বোলতে পারি		我講國語 我讲国语/普通话
BOSNIAN	Ja govorim bosanski	NORWEGIAN	Jeg snakker norsk
BULGARIAN	Аз говоря български	POLISH	Mówię po polsku
BURMESE	ကျွန်တော်/ကျွန်မ မြန်မာလို ခြောက်တော် မိတယ်	PORTUGUESE	Eu falo português do Brasil (Brasil) Eu falo português de Portugal (Portugal)
CAMBODIAN	ខ្ញុំនិយាយភាសាខ្មែរ	PUNJABI	ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ/ਬੋਲਦੀ ਹਾਂ।
CANTONESE (CHINESE)	我講廣東話 我讲广东话	ROMANIAN	Vorbesc românește
CROATIAN	Govorim hrvatski	RUSSIAN	Я говорю по-русски
CZECH	Mluvím česky	SERBIAN	Ja govorim српски
DUTCH	Ik spreek het Nederlands	SLOVAK	Hovorím po slovensky
FARSI (PERSIAN)	من فارسی صحبت می کنم	SPANISH	Yo hablo español
FRENCH	Je parle français	SWAHILI	Ninaongea Kiswahili
FRENCH CREOLE (HAITIAN CREOLE)	M pale kreyòl ayisyen	SWEDISH	Jag talar svenska
GERMAN	Ich spreche Deutsch	TAGALOG	Marunong akong mag-Tagalog
GREEK	Μιλώ τα ελληνικά	THAI	พูดภาษาไทย
GUJARATI	હું ગુજરાતી બોલુ છું	TURKISH	Türkçe konuşurum
HEBREW	אני מדבר עברית	UKRAINIAN	Я розмовляю українською мовою
HINDI	मैं हिंदी बोलता हूँ।	URDU	میں اردو بولتا ہوں
HMONG	Kuv has lug Moob	VIETNAMESE	Tôi nói tiếng Việt
HUNGARIAN	Beszélek magyarul	YORUBA	Mo nso Yooba
ITALIAN	Parlo italiano		
JAPANESE	私は日本語を話す		
KOREAN	한국어 합니다		



www.westernhealth.com
Member Services:
916.563.2250 or
888.563.2250 toll-free
TDD/TYY: 888.877.5378

Frequently Asked Questions

Q. Am I required to provide language assistance services?

- A. Yes, under federal and state laws and accreditation requirements, both WHA and its providers are required to provide culturally and linguistically appropriate services to members and patients.

Q. What do I do if a Member refuses language assistance services?

- A. If after offering language assistance services and discussing the benefits, the member refuses these services; document the refusal in the member's medical or other record.

Q. Do my bilingual staff have to be certified?

- A. It depends on what information they are interpreting. Check with your medical group regarding their bilingual interpreter requirements or contact WHA at languageassistance@westernhealth.com.

Q. Who do I contact with questions or concerns about WHA's Language Assistance Program?

- A. Please call WHA Member Services Department at 916.563.2250 or toll-free at 888.563.2250, Monday through Friday, from 8:00 a.m. to 6:00 p.m. or email languageassistance@westernhealth.com.

Q. Where can I find more information on communicating with the limited English proficient population?

- A. Please see the resources listed in the Appendix below.

Appendix

Additional resources for communicating with a diverse population:

1. Health Industry Collaboration Effort Better Communication, Better Care: Provider Tools to Care for Diverse Populations: <https://www.iceforhealth.org/library.asp?sf=&scid=1284#scid1284>
2. U.S. Department of Justice ADA requirements for Effective Communication: ada.gov/effective-comm.htm
3. American Medical Association: Offers multiple publications, tools, and resources to improve patient outcomes: www.ama-assn.org
4. The Think Cultural Health website is sponsored by the federal Office of Minority Health and offers the latest resources and tools to promote cultural and linguistic competency in health care: thinkculturalhealth.hhs.gov

WHA ✓ COMPLIANCE AND ETHICS