

# 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 the WHA vendor listed in this guide.
3. For American Sign Language (ASL), in-person interpreters, 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](mailto: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 vendor, 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 1.888.280.2998

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 or the enrollee's assigned medical group:
  - 5650 – Dignity Health
  - 8540 – Dignity Health Mercy Medical Group
  - 1260 – Dignity Health Woodland Healthcare
  - 6794 – Hill Physicians (Sacramento Area)
  - 4712 – NorthBay Healthcare
  - 2804 – Providence Medical Network (formerly St. Joseph Health)
  - 6665 – UC Davis Health System
4. Enter the Custom Call Code (CCC) - 16362 and press the # key

### LANGUAGE VALET LANGUAGE LIST

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

285 Hawaii Creole	376 Kongo	389 Mola	<b>R</b>	528 Tigrigna (Eritrea)
106 Hebrew	541 Korean	340 Moldovan	430 Rohingya	307 Tohono O'Odham
582 Hindi	320 Krahn	150 Mongolian	298 Romani	305 Toisan
351 Hindko	241 Krio	330 Montagnard Dega/ Mon-Khmer	566 Romanian	536 Toishanese
319 Hindustani	364 Kru/Krumen	339 Montenegrin	578 Russian	128 Tongan
546 Hmong	370 Kunama	281 Moroccan Arabic	<b>S</b>	334 Triqui
286 Hokkien	140 Kurdish	390 Mossi	126 Samoan	342 Trukese/ Chuukese
310 Hopi	414 Kurdish (Badini)	<b>N</b>	431 Saraiki	259 Tshiluba
233 HuiBei	372 Kurdish (Kurmanj)	293 Nahuatl	400 Saudi Arabic	112 Turkish
352 Huizhou	375 Kurdish (Sorani)	248 Nanjing	255 Sengalese	595 Twi
147 Hunanese	<b>L</b>	144 Navajo	148 Serbian	<b>U</b>
565 Hungarian	353 Lahu	374 Ndebele	299 Serbo-Croatian	576 Ukrainian
<b>I</b>	143 Lakota	249 Neapolitan	537 Shanghaiese	579 Urdu
234 Ibanag	367 Lanzhou	102 Nepali	333 Sichuan/Szech-uan	410 Uyghur
218 Ibo	543 Lao	363 Nigerian English Pidgin	256 Sicilian	336 Uzbek
133 Icelandic	204 Latvian	554 Nowegian	257 Sindi	<b>V</b>
113 Ilocano	402 Levantine Arabic	294 Nuer (Sudan)	589 Sinhala	549 Vietnamese
121 Ilonggo	524 Lingala	<b>O</b>	564 Slovak	308 Visayan
550 Indonesian	575 Lithuanian	251 Oromo (Ethiopia)	301 Slovakian	214 Visayan
518 Inupiaq	313 Loma	386 Ouatchi	134 Slovenian	<b>W</b>
399 Iraqi Arabic	242 Luganda	<b>P</b>	142 Somali	119 Waray-Waray
559 Italian	329 Luo	296 Paluan	312 Soninke	428 Welsh
<b>J</b>	243 Luxembourggeois	116 Pampango	413 Soninke (Maraka)	520 Wolof
235 Jakartanese	<b>M</b>	114 Pangasinan	337 Soninke (Sarahu- leh)	306 Wu
357 Jamaican English Creole (Patois)	315 Maay Somali	253 Papiamentu	419 Soninke (Sara- kole)	260 Wuxinese
540 Japanese	568 Macedonian	110 Pashto (Afghani- stan)	101 Spanish	<b>X</b>
411 Jarai	587 Maghi	397 Pennsylvania Dutch	258 Suchown	360 Xhosa
236 Javanese	586 Maithili	297 Persian	311 Sudanese Arabic	<b>Y</b>
379 Jingpho	244 Malagasy	254 Pidgin English	368 Susu/Soso	361 Yapese
328 Jula	551 Malay	331 Pohnpeian	104 Swahili	387 Yemeni Arabic
<b>K</b>	588 Malayalam	562 Polish	433 Swahili (Chimwi- ni)	135 Yiddish
371 Kachchi	354 Malinke	573 Polynesian	422 Swahili (Kibajuni)	521 Yoruba
412 Kamba	245 Maltese	561 Portuguese	553 Swedish	362 Yucateco
288 Kanjobal	318 Mam	141 Portuguese Cre- ole	377 Sylheti	262 Yugoslavian
289 Kannada	535 Mandarin	358 Pothohari	<b>T</b>	146 Yupik
369 Karen	246 Mandinka	409 Pulaar	108 TadzhiK	<b>Z</b>
384 Karenni	247 Mankon	580 Punjabi	302 Taechew	115 Zambal
237 Kashmiri	205 Marathi	332 Purepecha/Taras- co	117 Tagalog	380 Zande
385 Kayah	291 Marshallese	<b>Q</b>	533 Taiwanese	529 Zapoteco
238 Kazakh	355 Maya	145 Quechua	137 Tamil	335 Zarma
544 Khamu	356 Mende	317 Quiche	303 Telugu	427 Zomi
523 Khmer	545 Mien		359 Temne	309 Zulu
239 Kikuyu	423 Mina		547 Thai	
366 Kinya/Rwanda	373 Mirpuri		105 Tibetan	
240 Kirghiz	292 Mixteco			
338 Kirundi	415 Mixteco Alto			
424 Kiswahili	416 Mixteco Bajo			
425 Kizigua	591 Mizo			

## 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](mailto: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](http://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...

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

Western Health Advantage  
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](mailto: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](mailto: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 ("HICE") Cultural and Linguistics Provider Toolkit:  
<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](http://ada.gov/effective-comm.htm)
3. American Medical Association: Offers multiple publications, tools, and resources to improve patient outcomes:  
[www.ama-assn.org](http://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](http://thinkculturalhealth.hhs.gov)

WHA ✓  
**COMPLIANCE**  
AND **ETHICS**