

## **CALOPTIMA'S CULTURAL & LINGUISTIC (C&L) SERVICES Minimum Requirements**

### **I. Interpreter Services for Limited English Proficient (LEP) and Sensory Impaired Members**

CalOptima and its contracted health networks shall provide 24-hour access to interpreter services at key points of contact (medical and non-medical). Upon request, CalOptima and its health networks shall provide face-to-face interpreter services, including American Sign Language, and shall ensure documentation of requests for or refusal of language services. CalOptima and its contracted health networks shall make the best effort to have a diverse work force representative of the population served and shall document staff and provider language capabilities for appropriate referral when requested.

### **II. Informing Members of the Availability of Interpreter Services**

CalOptima and its contracted health networks shall inform members of their right to free interpreter services, and its availability. CalOptima and its contracted health networks shall not require or suggest the use of family members, friends (and particularly minors) as interpreters.

### **III. Providers and Staff Training on Interpreter Service Policies and Procedures**

CalOptima and its contracted health networks shall have policies and procedures that describe how to access interpreter services. CalOptima and its contracted health networks shall conduct ongoing education and training to ensure providers' and staff knowledge of interpreter service policies and procedures is current. Education and training shall be conducted at least annually.

### **IV. Written Member Materials in Threshold Languages and Alternative Formats**

CalOptima and its contracted health networks shall provide translation of member materials in CalOptima's identified threshold languages, which include, but are not limited to: member handbooks, newsletters, welcome letter, Notice of Action, form letters such as those related to grievances, and health education materials. For non-threshold languages, CalOptima and its contracted health networks shall provide an oral translation of the written materials using bilingual staff or contracted interpreter service vendors. For members with special needs, CalOptima and its health networks shall provide member materials in alternative formats (braille, large-size print, PDF and audio) upon request.

## **V. Cultural Competency Training**

CalOptima and its contracted health networks shall have an annual cultural competency training plan which includes, but is not limited to, cultural sensitivity and communication with members of different cultures to ensure that new and current providers and staff are trained on the most updated C&L issues.

## **VI. Member Complaint Monitoring**

CalOptima and its contracted health networks shall monitor member complaints specific to cultural and linguistic barriers.