

Interpreting Services (PPGs)

No-cost interpreting services including American Sign Language are available to L.A. Care members 24 hours a day, seven days a week.

Provider Responsibilities - Important Regulatory Things to Remember

- Inform and offer no-cost interpreting services to patients.
- Post translated signage about no-cost interpreting services at key points of contact.
- Strongly discourage use of friends, family members and especially minors as interpreters except in emergency situations.
- Document patient's preferred language in the medical record.
- Document patient's request or refusal of interpreting services in the medical record after no-cost interpreting services are offered.
- Maintain appropriate qualifications on file for bilingual practitioners and staff who communicate with limited English proficient members in a language other than English. If they are not assessed and qualified, use no-cost interpreting services offered by L.A. Care.

Face-to-Face Interpreting Services

- 1) Call L.A. Care's Member Services (*see the phone numbers below*) to request an interpreter at least 10 business days prior to the medical appointment.

L.A. Care		Plan	
Medi-Cal Healthy Kids	1-888-839-9909	Anthem Blue Cross	1-888-285-7801
Cal MediConnect	1-888-522-1298	Care1st	1-800-605-2556
L.A. Care Covered	1-855-270-2327	Kaiser Permanente	1-800-464-4000

- 2) Provide the following information:

Patient Information

- Patient's name
- L.A. Care member ID number
- Language requested
- Preferred gender of interpreter

Appointment Information

- Date, time and duration of appointment
- Doctor's name
- Address and phone number
- Purpose of appointment

- 3) If the appointment date/time is changed or canceled, call L.A. Care as soon as possible.

Telephonic Interpreting Services

- 1) Dial **1-888-718-4366**.
- 2) Provide the following information to an operator to be connected with an interpreter:
 - Language requested
 - L.A. Care member ID number
 - Name of MSO/PPG
- 3) Provide the interpreter with the purpose of the call before dialing the patient.
- 4) Dial the patient into the call.
 - Operators can provide dial-out services and identify the patient's language if needed.

When You Identify a Limited English Proficient Patient

Offer interpreting services to a patient in a respectful manner when you notice:

- Patient is quiet or does not respond to questions.
- Patient simply says yes or no, or gives inappropriate or inconsistent answers to your questions.
- Patient may have trouble communicating in English or you may have a very difficult time understanding what they are trying to communicate.
- Patient self identifies as LEP by requesting language assistance.

How to Work Effectively with Interpreters

Speaking to patients using interpreters is slightly different from speaking to patients directly. Here are useful tips to make your interpreted encounters go smoothly:

- Expect and allow more time for interpreted medical appointments.
- Talk directly to a patient.
- Speak in a normal voice, not too fast or too loud.
- Be brief and use plain language.
- Avoid acronyms, medical jargon, and technical terms.
- Pause after a short sentence for an interpreter to interpret.
- Don't say anything you don't want a patient to hear.

Communication for Deaf and Hard of Hearing

Dial **711** to access the California Relay Services. It is a no-cost relay services provided by the Federal Communications Commission.

C&L Tools

The following C&L tools are available from:

[HECLS Provider Portal \(to order\)](https://external.lacare.org/HealtheForm/)

<https://external.lacare.org/HealtheForm/>

- Interpreting services poster
- Telephonic interpreting card
- C&L provider toolkit

[L.A. Care Website - Provider Forms Page \(to download\)](http://www.lacare.org/providers/provider-resources/provider-forms)

<http://www.lacare.org/providers/provider-resources/provider-forms>

- ICE employee language skills assessment tool
- Referral form (for C&L appropriate community services)
- Preferred language label
- Interpreting request/refusal label

C&L Trainings

The following trainings are offered to our network providers at no cost. Contact CLStrainings@lacare.org to schedule your training. They are available as instructor-led classroom trainings or via the online learning management system.

- Cultural Competency
- Disability Awareness
- Communicating Through Healthcare Interpreters (*CME – physicians only*)

C&L Contact

For more information or any questions about the L.A. Care's C&L services, contact CLServices@lacare.org.