

# Translation Services (PPGs)

Members have the right to receive written informing materials in their preferred threshold language. PPGs are delegated to translate any written informing materials that they generate, including member specific information in the Notice of Action letters.

## Threshold Languages

<b>Medi-Cal Cal MediConnect</b>	<b>Healthy Kids</b>	<b>PASC-SIEU</b>	<b>L.A. Care Covered</b>
English Spanish Arabic Armenian Chinese Farsi Khmer Korean Russian Tagalog Vietnamese	English Spanish Korean	English Spanish Armenian Chinese	English Spanish

## Translation Process

MMCD Policy Letter 99-04 strongly encourages the standardized process to produce well-translated member informing materials. PPG may contract with a translation vendor or use in-house qualified bilingual staff to accomplish it. Translation must be offered in all threshold languages and follow the same process for all these languages.

- 1) Three-step process (translation, editing and proofreading) completed by at least two separate qualified translators.
- 2) Definition of qualified translators:
  - Formal education in the target language.
  - Ability to read, write and understand the target language.
  - Ability to read and understand the source language.
  - Knowledge and experience with culture(s) of the target audience.

## Recommended Practices

To ensure compliance, here are recommended practices:

- Contract with a translation vendor for all threshold languages.
- Add language related to qualifications of translators and quality process in the translation vendor contract which meets the requirements of MMCD Policy Letter 99-04.
- Obtain an attestation for each translated document from the translation vendor attesting to:
  - Qualifications of translators.
  - Three-step process by at least two qualified translators.
  - Accuracy and integrity of the translated document.

## Directories for Translation Vendors

Here are links to the online directories to look up translation vendors:

- American Translators Association  
[https://www.atanet.org/onlinedirectories/individuals\\_tabs.php](https://www.atanet.org/onlinedirectories/individuals_tabs.php)
- ProZ  
<http://www.proz.com/translation-agencies?p=1>

## C&L Contact

Provider Portal (to order language posters, telephonic interpreting cards, and C&L toolkits)

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

C&L Training, Tools & Resources (to schedule training sessions and inquiries regarding C&L services)

[CLStrainings@lacare.org](mailto:CLStrainings@lacare.org)