

# Understanding the Language Assistance Program for Optum members in California

## What you need to know about the program and what's required for providers

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### Overview

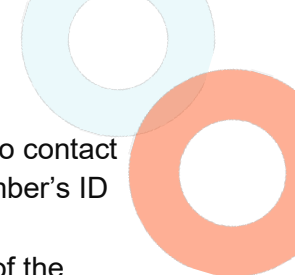
California law requires insurers and health plans to provide certain language assistance services to members with limited English proficiency (LEP), including written translation of certain documents and oral interpretation services. In order to comply, we are providing information about what these requirements mean to you as a contracted Optum network provider and what's available to our members.

Optum understands that we serve an increasingly diverse membership in California. We believe it's important to accommodate our members' language preferences, and we look forward to partnering with you to help ensure that language is never an obstacle to accessing proper care and service.

### What's required of clinicians and facilities?

The legislation outlines specific requirements of the plans and the contracted network when working with LEP members. You're required to:

- Offer free interpretation services through Optum to members with LEP, even when the member is accompanied by a family member or friend who can interpret.
- Document the acceptance or denial of interpreter services in the member's treatment record.
- Post a notice in your waiting room /facility stating that language assistance is available. This notice is available in appendix D or E of the Optum California Provider Network Manual.
- Make the DMHC's grievance process and Independent Medical Review (IMR) application and instructions available to members upon request. Providers may access the DMHC grievance instructions and IMR application on the Department's web site at [www.dmhc.ca.gov](http://www.dmhc.ca.gov). The IMR application and instructions are available in more than 10 languages.
- Go to [California Language Assistance Program](#) on Providerexpress.com to obtain the pre-translated versions of the Optum grievance form in each threshold language as well as the English



version, accompanied by the notice of availability of language assistance. You may also contact us to obtain a paper copy for the member by calling the number on the back of the member's ID card.

- If language assistance is required, contact Optum at the number provided on the back of the member's ID card. You will then be connected with the Language Line, where certified interpreters are available to provide telephonic interpretation services.

As required by the state legislation, Optum monitors provider compliance with the language assistance program through site visits and treatment record reviews.

## **What's available to members?**

The Language Assistance Program offers robust services to members, so they don't have barriers to accessing the care they need, including:

- Surveying members to determine language preferences
- Making the members' language preferences available to network clinicians and facilities upon request
- Informing members and providers of the availability of free language services
- Providing information to members on the availability of bilingual clinicians listed in the Optum Provider Directory
- Free interpreter services in the caller's language of choice via the Language Line to any member who requires language assistance
- Written Optum member documents interpreted via the Language Line, for all relevant documents per the regulations
- Written translation of member documents will be provided if spoken interpretation is refused

## **Questions?**

If you need assistance please contact your Provider Relations Advocate by calling Provider Services at **1-877-614-0484**.