

**Language Access Questionnaire for
Managed Care Contractors
that Receive Federal Funding**

Prepared by:

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Explanation for Using this Assessment Tool

This assessment tool is designed to assist managed care plans, consumer advocates, community-based organizations, and other interested persons with surveying managed care contractors' ability to provide linguistically accessible health care services.

The questions in this assessment tool are guided by requirements of Title VI of the Civil Rights Act, as set forth in compliance decisions and guidance memoranda from the U.S. Department of Health and Human Services Office for Civil Rights. Private accreditation standards also address availability of linguistically accessible services. These are incorporated into this tool, as well -- questions marked by * are suggested in the National Committee for Quality Assurance's current set of performance measures, HEDIS 3.0.

In this document, "interpreter services" means the use of qualified interpreters, namely persons who have received some training on medical interpretation and the ethics of interpreting. This does not include friends or family members (particularly adolescents) unless they have received such training.

DEMOGRAPHIC ASSESSMENT

Has the managed care plan (plan) compiled a demographic profile of the population it serves (plans to serve)?	YES NO
By ethnic/race group?	YES NO
By primary language spoken?	YES NO
If so, what groupings/languages are reflected on the profile?	

Does the plan determine each patient's primary language?	YES NO
If so, when?	
If so, how?	
Does the plan use AI Speak@ cards?	YES NO
Do the plan's contracting providers use AI Speak@ cards?	YES NO

Does the plan collect and maintain records of the patient's utilization of health services:	
by race/ethnicity?	YES NO
by primary language?	YES NO

Is the patient's primary language noted on their medical records?	YES NO
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Is the plan working with any community based organizations that are familiar with the language needs of the persons living in the service area and moving to the service area?	YES NO
If so, describe.	

WRITTEN POLICY

Does the managed care plan have a designated person on staff who coordinates language access activities?	YES NO
If so, please name.	

Does the plan have a written policy on the provision of language interpreter services?	YES NO
If so, is a description of this policy made available to plan members?	YES NO
If so, how and when is this made available?	YES NO
In what languages is the policy made available?	

Do the plan's contracting health care providers have written policies on the provision of language interpreter services?	YES NO
If so, which providers?	YES NO
And if so, is a description of this policy made available to patients?	YES NO
If so, how and when is this made available?	
In what languages is the policy made available?	

Do plan staff/contracting health providers receive information about/training on the written policy?	YES NO
If so, when? how?	

STAFFING PATTERNS

By language spoken, how many of the plan's providers fluently speak a language other than English, as follows:

- | | |
|--|---|
| primary care providers*
OB/GYN and prenatal care providers*
mental health and chemical dependency providers*
dental providers*
members services staff* | nurses
physician's assistants
24-hour emergency staff
other medical professionals (list) |
|--|---|

For each of the just-listed categories, what proportion of the entire staff do the bilingual/multilingual providers represent?

The following chart may be used:

Language spoken	Provider type	Bilingual #	Total #	Limits on availability
	primary care provider			
	OB/GYN/prenatal			
	Mental health/chem. Dependency			
	Dental			
	Physician assistants			
	Nurses			
	Member services			
	24-hour emergency staff			
Language spoken	Provider type	Bilingual #	Total #	Limits on availability
	primary care provider			
	OB/GYN/prenatal			
	Mental health/chem. Dependency			
	Dental			
	Physician assistants			
	Nurses			
	Member services			
	24-hour emergency staff			

STAFFING PATTERNS *(continued)*

Language spoken	Provider type	Bilingual #	Total #	Limits on availability
	primary care provider			
	OB/GYN/prenatal			
	Mental health/chem. Dependency			
	Dental			
	Physician assistants			
	Nurses			
	Member services			
	24-hour emergency staff			

Are providers monitored to make sure they are qualified to interpret services?	YES NO
If so, how?	

Is ability to speak a language other than English a factor in hiring decisions with respect to member services staff?	YES NO
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Is ability to speak a language other than English a factor in hiring decisions with respect to contracting health care providers?	YES NO
If so, which providers?	

Has the presence of bilingual health care providers increased over the last three years?	YES NO
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USE OF INTERPRETER SERVICES FOR MEMBER SERVICES

Does the plan use interpreter services to:	
Explain enrollment and plan use processes?	YES NO
Assist with enrollment/disenrollment?	YES NO
Explain Early and Periodic Screening, Diagnosis and Treatment for children?	YES NO
Explain freedom of choice of family planning services?	YES NO
Offer appointment scheduling and transportation assistance?	YES NO
Explain grievance and complaint processes?	YES NO
Other points of contact?	YES NO

Are interpreter services provided during grievance and state fair hearings?	YES NO
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<p>For each of the areas above where interpreter services are provided, what sort of interpreter services are used:</p> <p style="padding-left: 40px;">Non-provider staff interpreters Contract interpreters Telephone services Community-based organizations Language banks</p> <p>Please explain by: (1) description of service; (2) type of agreement; (3) restrictions on availability, i.e. time of day, geographic area, other; (4) steps taken to assure that the interpreters are qualified).</p> <p style="text-align: center;">The following chart may be used:</p>

USE OF INTERPRETER SERVICES FOR MEMBER SERVICES *(continued)*

Activity	Languages spoken	Interpreter services used	Restrictions on availability
Explain enrollment and plan use processes			
Assist with enrollment/disenrollment			
Explain EPSDT			
Explain free choice of family planning providers			
Offer transportation assistance			
Offer appointment scheduling assistance			
Appointment reminders			
Explain complaint processes			
Provide interpreters at complaint hearings			
Other points of contact			

Are interpreters monitored to make sure they are qualified to interpret services?	YES NO
If so, how?	

Describe how the plan provides telephone assistance to persons who have limited English proficiency.
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USE OF INTERPRETER SERVICES FOR MEMBER SERVICES *(continued)*

Does the plan offer interpreter services at no cost to the members?	YES NO
If so, when are these services offered?	
If not, under what circumstances are members charged for these services?	
And under what payment arrangements?	

Does the plan use family and friends to interpret?	YES NO
Does the plan allow minors to interpret for parents?	YES NO
If so, under what circumstances?	

USE OF INTERPRETER SERVICES DURING MEDICAL VISITS

Are family and friends used to interpret medical visits?	YES NO
If so, under what circumstances?	

Are minors used to interpret medical visits for their parents?	YES NO
If so, under what circumstances?	

USE OF INTERPRETER SERVICES DURING MEDICAL VISITS *(continued)*

Are interpreter services provided during medical visits?	YES NO
<p>If so, during what points of contact (e.g. check ups, immunizations, specialty care visits, pharmacy, durable medical equipment, follow up visit, telephone consultation)</p>	
<p>If so, what sort of interpreter services are used:</p> <p style="margin-left: 40px;"> Non-provider staff interpreters Contract interpreters Telephone services Community-based organizations Language banks </p> <p>Please explain by: (1) type of agreement; (2) restrictions on availability, i.e. time of day, geographic area, other; (3) steps taken to assure that the interpreters are qualified.</p> <p>The following chart may be used:</p>	

Service/Activity (Point of contact)	Languages spoken	Interpreter services used	Restrictions on availability

Are interpreters monitored to ensure they are qualified?	YES NO
<p>If so, how?</p>	

USE OF INTERPRETER SERVICES DURING MEDICAL VISITS *(continued)*

Are interpreter services offered at no cost to the patient?	YES NO
If so, when are these services offered?	
If not, under what circumstances are members charged for these services? And under what payment arrangements?	

Is contracting provider staff trained on the use of interpreters?	YES NO
If so, which provider?	
who is trained?	
how often?	

WRITTEN TRANSLATIONS

<p>*Provide an inventory of all materials for members and patients printed in languages other than English. Attach sample copies.</p>

Are there set criteria for deciding:	
(1) which materials will be translated;	YES NO
(2) who will translate the materials;	YES NO
(3) which languages will be translated?	YES NO
Notes:	

Are materials pre-tested?	YES NO
If so, which materials?	
And, under what circumstances?	

Are there signs posted in offices/facilities in languages other than English?	YES NO
If so, what is the subject matter/what languages/where is the posting?	

COMPLAINTS

Does the plan monitor the availability of interpreter services at provider sites?	YES NO
If so, which sites?	
How?	

Does the plan have patient satisfaction surveys that include questions directed at limited English speaking members/patients? If so, please provide a copy.	YES NO
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If any of the following have occurred, please describe:
Have any grievances been filed against the health plan because of language access problems?
Have any state-level appeals been filed against the health plan because of language access problems?
Have any complaints been filed against the health plan because of language access problems with the:
state department of insurance?
state civil rights commission/office for minority health?
federal Office for Civil Rights?

COMPLAINTS *(continued)*

Does the plan maintain records of disenrollments?	YES NO
If so, do disenrollments that have occurred affect a race/ethnic group disproportionately?	YES NO
If so, are any disenrollments from the plan attributable to language access problems?	YES NO
Notes:	

Does the plan maintain complaint logs with the member services department?	YES NO
If so, are any complaints attributable to language access problems?	YES NO
Notes:	

If the answers to any of the questions in this section is Ayes,® what steps have been taken in response to the grievance/complaint?