

## SB853 Language Assistance Legislation Information

Effective January 1, 2009, in accordance with Section 1367.04 of the California Health and Safety code and the Department of Managed Health Care (DMHC) regulations, California code of Regulations, Title 28, Section 1300.67.04, California health plans are required to establish a Language Assistance Program (LAP) for members who are Limited English Proficient (LEP). This California law requires that your Agreement be updated to include language to reflect your cooperation and compliance with this law.

The language assistance program purpose is to establish and maintain an ongoing language assistance program to ensure Limited English Proficient (LEP) enrollees have appropriate access to language assistance while accessing dental care.

In addition to this provider update, we will be mailing an insert for your Primecare Dental Provider Manual with more detailed information regarding your responsibilities to assist members under this law and containing more specific information on the following changes, which are in effective as of January 1, 2009.

Interpretation Services for Limited English Speaking Patients effective January 1, 2009:

- Members who reside in the state of California have the right to an interpreter when receiving treatment and services.
- Primecare Dental is offering free telephonic interpretation through our language service vendor. The member must be fully informed that an interpreter is available to him or her at no cost.
- To engage an interpreter once the member is ready to receive services, please call 1-800-937-3400. You will need the members Primecare ID number, date of birth and the member's full name to confirm eligibility and access interpretation services. It is not necessary to arrange for these services in advance.
- Primecare Dental discourages the use of family or friends as interpreters and strongly discourages the use of minors as interpreters for members except in an emergency situation if the minor demonstrates the ability to interpret complex dental information.
- Providers must also fully inform the member that he or she has the right not to use family, friends, or minors as interpreters.
- If a member prefers not to use the interpretation services after she or he has been told that a trained interpreter is available free of charge, the member's refusal to use the trained interpreter shall be documented in the member's dental record, when in a provider setting, or the member's administrative file in the Member Services setting.
- Language preferences of members will be available to contracted dentists upon request through telephone inquiries.

Additional complaint, grievance and Independent Medical Review information is available in English and Non-English languages on the Department of Managed Health Care's website: [www.hmohelp.ca.gov](http://www.hmohelp.ca.gov). In addition, hard copies may be requested by submitting a written request to: Department of Managed Health Care, Attention: HMO Help Notices, 980 9<sup>th</sup> Street, Suite 500, Sacramento, CA 95814.

We appreciate your cooperation in this process, and your participation in the Primecare Dental network. If you have any questions regarding this update or the new California requirements, please call our Customer Service department at 1-800-937-3400.

Thank you for your attention,

Primecare Dental Plan