

SAN BENITO MEDICAL ASSOCIATES

Policy Number: UM-LAP 2
Policy Name: Language Assistance
Program (LAP)
Policy Approval Date: 01/23/14
Policy Revision Date:

Purpose:

San Benito Medical Associates has a process to ensure cooperation and compliance with our contracted Health Plan's Language Assistance Program (LAP) translation services for non-standardized vital documents, applicable LAP education and training including cultural competency, and provision of interpretation services is in accordance with state and federal regulatory and accrediting agency standards.

Policy:

It is the policy of San Benito Medical Associates to ensure that all requests for translation services are forwarded to the Health Plan in a timely fashion and that these requests are tracked.

All San Benito Medical Associates administrative and medical staff that have contact with Limited English Proficiency (LEP) members will have education regarding Health Plan offered LAP services, and cultural competency.

All San Benito Medical Associates administrative and medical staff will be provided a list of contracted Health Plans and their contact numbers for interpretive services.

Responsibility:

Utilization Management, Quality Management and all staff having contact with Limited English Proficiency (LEP) members

Procedure:

San Benito Medical Associates's process for the provision of Language Assistance Program (LAP) translation services for non-standardized vital documents is, as follows:

The LAP Notice of Translation, approved by DMHC, will accompany the following Non-standardized Vital Documents when issued in English:

- UM denial notifications, including modifications
- UM delay notifications for additional information or expert review
- Specialist termination letters to members

San Benito Medical Associates forwards all translation requests to the Health Plan. Member requests for translation may include Provider Group issued non- standard vital documents and Health Plan issued documents.

San Benito Medical Associates tracks member requests (e.g., log, electronic monitoring, and copy retention) for translation services including:

1. Date and time the request for translation or vital document was received
2. Date and time the member request and/or vital document was forwarded to the Health Plan
3. San Benito Medical Associates includes any attachments that are provided with the letter to the member (e.g., clinical guidelines or medical policy) when copy retention is used as the tracking mode.

San Benito Medical Associates follows timeliness standards for forwarding the translation requests or supporting documents to the Health Plan including:

- Requests related to urgent health care services will be forwarded within one business day of receipt of request.
- Requests related to non-urgent health care services will be forwarded within two business days of receipt of request.

San Benito Medical Associates provides education and training including the Health Plan's LAP materials, to persons who have routine contact with Limited English Proficiency (LEP) members. Staff may include the following: provider group staff, contracted and employed providers/practitioners and provider office staff.

San Benito Medical Associates ensures Health Plan LAP materials, (i.e., Anthem HMO Provider Operations Manual, ICE Health Plan LAP contact sheet, cultural diversity and sensitivity materials and any Anthem generated LAP educational materials) are disseminated by documenting LAP education was conducted for all persons identified as having routine contact with Limited English Proficiency (LEP) members.

San Benito Medical Associates provides a list of the contracted Health Plans responsible for interpretation services at all points of contact, including the appropriate phone number and the name of Health Plan department responsible for coordinating interpretation services.

Web Links:

LAP Notice of Translation information:

<http://www.iceforhealth.org/library.asp?sf=&scid=1768#scid1768>

Health Plan Specific CSDN Templates (CSDN, Comm Delay/Extension) With LAP Notice Translation:

<http://www.iceforhealth.org/library.asp?sf=&scid=1770#scid1770>

Reference Sources:

CA Health & Safety Code § 367.04(b)(1)(C)(ii); 28 CCR § 1300.67.04(c)(2)(H)(3), § 1300.67.04(c)(2)(C)(i),(e), § 1300.67.04(c), § 1300.67.04(c)(2)(C)(i),(e)