

PROVIDER Update



Health Net®

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Language Assistance Program and Cultural Competency

Federal law requires that Medicare Advantage (MA) providers ensure all services, both clinical and nonclinical, are provided in a culturally competent manner and are accessible to all members, including those with limited-English proficiency (LEP), limited reading skills, hearing incapacity, or diverse cultural and ethnic backgrounds. To assist in meeting these requirements, Health Net of Arizona, Inc. (Health Net) offers interpreter support and encourages providers to consider taking cultural competency courses through the United States Department of Health and Human Services' (HHS') Office of Minority Health (OMH) as part of their continuing education.

LINGUISTIC SERVICES REQUIREMENTS

Participating providers are responsible for providing interpreters at no cost to members who require or request them. Participating providers must ensure that language services meet the established requirements as follows:

- Ensure that interpreters are available at the time of the appointment.
- Ensure that LEP members are not subject to unreasonable delays in the delivery of services.
- Do not require or encourage members to use family members or friends as interpreters; Health Net strongly discourages the use of minors as interpreters.
- Provide interpreter services at no cost to members.
- Extend the same participation opportunities in programs and activities to all members regardless of their language preferences.
- Provide services to LEP members that are as effective as those provided to others.
- Record the language needs of the member, as well as the member's request or refusal of interpreter services, in his or her medical record.

Members have the right to:

- receive interpreter services at no charge,
- file a complaint or grievance if language needs are not met, and
- not use family members or friends as interpreters.

INTERPRETER SUPPORT

Health Net provides interpreter support for LEP members at all medical points of contact.

Health Net offers medical groups, physicians, ancillary providers, and members access to interpreter services at no cost. Non-English interpreter services include:

- Qualified interpreters trained on health care terminology and a wide range of interpreting protocols and ethics at no cost.

THIS UPDATE APPLIES TO ARIZONA PROVIDERS:

- Physicians
- Medical Groups/IPAs
- Hospitals
- Ancillary Providers

LINES OF BUSINESS:

- Advantage Platinum (HMO)
- Advantage Platinum (PPO, POS)
- Medicare Advantage (HMO)

PROVIDER SERVICES

az_internetproviderinquiries@healthnet.com
1-800-289-2818
www.healthnet.com

NATIONAL PROVIDER COMMUNICATIONS

provider.communications@healthnet.com
fax 1-800-937-6086

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- Support to address common communication challenges across cultures.
 - Telephone interpreters in more than 150 languages.
 - Oral translations of member materials in more than 150 languages.

Telephone interpreters are available at the time of the appointment without prior arrangement. Allow adequate time before the appointment to get the telephone interpreter on the line.

Sign language interpreter services may be available when requested a minimum of 5 business days in advance of the appointment.

A non-English language identification poster is available on the provider website at provider.healthnet.com; select *Provider Library > Forms > Interpreter Services Poster* to print and post it in providers' offices. Providers may also contact the Cultural and Linguistic (C&L) Services Department for a hard copy of the non-English interpreter poster. For ordering information, see the Additional Information section below. Providers are not required to post this information; however, using this tool makes it easier for providers to identify the specific language needs of the patients who come into their office.

Providers who have questions or need to obtain telephone interpreter services may contact the Health Net Provider Services Center at 1-800-289-2818

CULTURAL COMPETENCY TRAINING

In accordance with CMS requirements, Health Net posts if the provider has completed two hours of cultural competency training within the last 24 months in the provider directory. Providers are encouraged to send their cultural competency certificate when requested by Health Net.

All Health Net participating providers are required to take cultural competency training. Completion of cultural competency training is reflected in Health Net's provider directory. Cultural competency training may be met through various programs; however, Health Net recommends the OMH modules. OMH offers a computer-based training (CBT) program, *A Physician's Practical Guide to Culturally Competent Care*, on cultural competency for health care providers. The training was developed to furnish providers with competencies that enable them to better treat an increasingly diverse population. This no-cost educational program is available to providers through the OMH Think Cultural Health website at <https://cccm.thinkculturalhealth.hhs.gov>. Health Net does not sponsor or maintain the OMH CBT or website.

Cultural competency resources are available for use in providers' offices through the provider operations manuals on the provider website at provider.healthnet.com, under *Working with Health Net > Contractual > Policy Library > Provider Library > Operations Manual > Quality Improvement > Industry Collaboration Effort (ICE): Provider Tools to Care for Diverse Populations*. Health Net's C&L Services Department can create customized cultural competency training upon request.

ADDITIONAL INFORMATION

Providers are encouraged to access Health Net's provider portal online at provider.healthnet.com for real-time information, including eligibility verification, claims status, prior authorization status, plan summaries, and more.

For additional information regarding the CBT, visit the OMH website at <https://cccm.thinkculturalhealth.hhs.gov>. If you have questions about language assistance and cultural competency, contact Health Net's C&L Services Department at 1-800-977-6750. For all other questions, contact the applicable Health Net Provider Services Center by email at AZ_InternetProviderInquiries@healthnet.com, through the Health Net provider website at provider.healthnet.com, or by telephone at 1-800-289-2818.

Enroll for Electronic Payment and Remittance Options

Enroll for electronic remittance advice (ERA) and electronic funds transfer (EFT) to reduce administrative work and check-processing expenses, and expedite payment and remittance receipt. ERA requires you to also enroll with your clearinghouse. Enrollment forms for ERA and EFT are available online at provider.healthnet.com under *Working with Health Net > EDI > Transfer Funds Electronically*.