

Cultural and Linguistic Services Provider Resources



Access to Interpreter Services

- Molina provides free 24-hour access to interpreter services for members with limited English proficiency (LEP) or who use sign language.
- Molina delivers interpretation in three ways:
 1. Over the phone (Telephonic)
 2. By Video (Video Remote Interpretation or VRI)
 3. In person (Onsite)
- Please call Molina's **Provider Contact Center** to arrange for interpretation:
 - Please call Molina's Provider Contact Center at (855) 322-4075
- For after-hours and weekends, please call Molina's **Nurse Advice Line** to connect to an interpreter (888) 275-8750.
- To speak to members who are deaf, hard of hearing, or have a speech difficulty, Providers may use the California Relay Service. Dial 711 and give the Relay Operator (RO) / Communication Assistant (CA) the member's area code and telephone number. The RO/CA will connect and communicate via the member's preferred type of communication (TTY, VCO, Internet, ASCII, etc.)

Interpretation Delivery Methods

The method of delivery for interpretation depends on the type of medical appointment. Molina strives to provide meaningful access to language services and tailors the method of delivery to the needs of the member and the specific appointment.

1. Over the phone:

- Telephonic interpretation is best for most routine appointments.
- Molina recommends using a wireless phone with a speaker capability.
- Call the Contact Center to be immediately connected to an interpreter. No appointment needed!

2. Video Remote Interpretation (VRI):

- VRI is best for more complicated appointments or when the member needs access to a sign language interpreter.
- VRI is HIPAA compliant. It can be accessed from any standard smartphone, tablet, or laptop equipped with a webcam and requires no special software.
- Call the Contact Center at least 2 business days before the appointment to schedule. Be prepared with the following:
 1. Member name, Molina ID number, and language needed
 2. Provider name and appointment information
 3. An email address or textable phone number where we can send a link for the scheduled VRI session
- On-demand VRI is also available as a backup.



3. In-Person:

- Onsite interpretation is used for the most complex appointments, or when VRI is not possible.
- Call the Contact Center at least 5 business days before the appointment to schedule. Be prepared with the following:
 1. Member name, Molina ID number, and language needed
 2. Provider name and appointment information
 3. A detailed address including suite and floor number to ensure the interpreter arrives at the correct location

Language Rights and the Law

- Section 1557 of the Affordable Care Act (ACA) requires that all limited English proficient (LEP) beneficiaries' language access needs be met for all medical appointments.
- To refuse an LEP beneficiary access to language services is a violation of that individual's civil rights.
- The ACA also prohibits providers from requesting a beneficiary to provide his or her own interpreter or rely on a staff member who is not qualified to communicate directly with the LEP individual.
- Please remember it is never permissible to ask a minor, family member, or friend to interpret.
- Molina complies with all guidance set forth in the ACA, Title VI of the Civil Rights Act, and CA SB 223, which includes instructions for accessing language services in significant member materials.

Translation of Written Documents

- Written member-informing documents that provide information regarding access to and usage of plan services are translated into appropriate threshold languages in Molina's counties of operation.
- Molina also offers vital documents in large print, Braille and in audio format. For more information please call Molina's Contact Center at the numbers above.
- Molina offers a variety of low literacy health education materials in English and Spanish at no cost to Providers or members. These materials can be accessed online at:
<https://www.molinahealthcare.com/providers/ca/medicaid/resource/Health-Education-Materials.aspx>
- Upon request, Molina will translate existing health education materials into members' preferred language. Please call the Contact Center.



Cultural and Linguistic Training and Resources

- Molina offers the following Cultural Competency training videos on our website:
<https://www.molinahealthcare.com/providers/ca/medicaid/resource/cme.aspx>
 - Module 1: Introduction to Cultural Competency
 - Module 2: Health Disparities
 - Module 3: Specific Population Focus – Seniors and Persons with Disabilities
 - Module 4: Specific Population Focus – LGBTQ and Immigrants/ Refugees
 - Module 5: Becoming Culturally Competent
- Additional resources on the Molina website include the Provider Education Series of brochures on serving members with disabilities:
 - Americans with Disability Act (ADA)
 - Members who are Blind or have Low Vision
 - Service Animals
 - Tips for Communicating with People with Disabilities & Seniors
- Molina also offers tailored training on cultural competency and sensitivity to seniors and persons with disabilities. For cultural and linguistic consultations, questions regarding cultural beliefs and practices that may affect patient care, or to request trainings, contact Molina HealthEducation.MHC@Molinahealthcare.com.
- Molina's **“Ask the Cultural and Linguistics Specialist”** page is an interactive web-based question and answer forum on providing culturally appropriate care. All inquiries receive a response within 72 hours from Molina's Cultural Anthropologist. To access, go to our provider website: http://molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx