



Date of Approval:
By: 
Karyn Tribble, PsyD, LCSW
Behavioral Health Director

POLICY TITLE

24/7 Language Assistance to Beneficiaries

Policy No: 100-2-2

Date of Original Approval: 10/18/2019

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PURPOSE

This policy establishes the requirements and methods for providers of behavioral health services to provide language assistance to ACBH beneficiaries and potential beneficiaries in the beneficiary’s preferred language twenty-four (24) hours per day, seven (7) days per week to meet beneficiaries’ requests and needs.

AUTHORITY

- CMS Medicaid and CHIP Managed Care Final Rule (Final Rule)
- Title 42, Code of Federal Regulations (CFR), Part 438.68: Network Adequacy Standards, Part 438.68: Network Adequacy Standards
- Alameda County’s MHP Contract #17-94572 with the California State Department of Health Care Services (DHCS)
- Alameda County’s Intergovernmental Agreement (IA) #17-94062 (G)(2-8) with the State Department of Health Care Services (DHCS)
- MHSUDS Information Notice No: 18-011. Federal Network Adequacy Standards For Mental Health Plans (MHPS) and Drug Medi-Cal Organized Delivery System (DMC-ODS) Pilot Counties

SCOPE

This policy applies to all ACBH county-operated programs in addition to entities, individuals and programs providing Medi-Cal specialty mental health services or substance use disorder treatment services to Medi-Cal beneficiaries under a contract or subcontract with ACBH. ACBH and ACBH-contractors are collectively referred to as the Behavioral Health Plan (BHP).

POLICY

Effective immediately, providers of behavioral health services will ensure that language assistance is available to ACBH beneficiaries and potential beneficiaries in the beneficiary’s preferred language and will inform beneficiaries that this service is available twenty-four (24) hours per day, seven (7) days per week either through the

provider's own staff who speak the preferred language of the beneficiary, through an interpreter, or via use of ACBH's language line vendor. ACBH will track language line encounters for required reporting to the California Department of Health Care Services.

County operated and contracted providers are prohibited from expecting that families or friends of the beneficiary will provide interpreter services. If family members are willing to participate as an interpreter, this mode of communication should only be used during emergency situations, when other linguistically proficient staff or interpreters are unavailable, or when a beneficiary requests it, independent of family influence. However, minors should never be used to provide interpretation services. Clinical judgment is important in determining when non-minor family members are used as interpreters

PROCEDURE

- A. Providers shall provide language assistance in person by way of staff who speak a beneficiary's preferred language; by way of an interpreter who speaks or signs (for ASL) the beneficiaries preferred language; or by way of [Language Line Services](#) offered through ACBH.
- B. Providers shall document the method used for language assistance as well as the language used in an existing beneficiary's chart.
- C. ACBH-contracted providers will train all provider staff on the requirements of this policy, how to arrange for the services of an interpreter, and how to use Language Line Solutions.
- D. All providers will inform beneficiaries of language assistance via the following methods:
 - 1) The [Medi-Cal Guide to Services](#) includes information about the beneficiary's right to language assistance; this Guide must be made available to the beneficiary at the start of services.
 - 2) The provider shall post the "Language Assistance" notice at all provider sites informing beneficiaries that language assistance is available and how to access this service. The sign must be in all the threshold languages of the State of California. ([See Attachment A: Language Assistance Poster](#))
- E. Non-Compliance with Language Assistance Access:

Any failure to comply with this policy may result in formal actions including and up to formal sanctions as outlined in ACBH policy [1302-1-1 "Contract Compliance and Sanctions for BHCS – Contract Providers](#)

CONTACT

ACBH Office	Current as of	Email
<ul style="list-style-type: none"> Quality Assurance Office 	September 5, 2019	qaoffice@acgov.org

DISTRIBUTION

This policy will be distributed to the following:

- ACBH Staff
- ACBH County and Contract Providers
- Public

ISSUANCE AND REVISION HISTORY

Original Authors: Tiffany Lynch Quality Assurance Office

Donna Fone, Quality Assurance Office

Original Date of Approval: 10/18/2019

by Karyn Tribble, PsyD, LCSW Behavioral Health Director

Date of Revision: 01/27/2020

Revise Author	Reason for Revise	Date of Approval by (Name)
Kim Coady	Adding provision prohibiting use of minors as interpreters	1/27/2020

DEFINITIONS

Term	Definition
Beneficiary	Anyone currently receiving ACBH care or services, or who has received ACBH care or services in the last 12 months by the Behavioral Health Plan (BHP). The term 'beneficiary' is also synonymous with 'consumer,' 'patient,' or 'client'.
Behavioral Health Plan (BHP)	Alameda County Behavioral Health (ACBH) and ACBH-contracted providers are collectively referred to as the Behavioral Health Plan (BHP). BHP providers and services are inclusive of both delivery

	systems: specialty mental health services (SMHS) and Drug Medi-Cal-Organized Delivery System (DMC-ODS).
Medi-Cal	The name of California's Medicaid program which provides health coverage to people with low-income, the aged or disabled and those with asset levels who meet certain eligibility requirements.
Medical Necessity	Per Medi-Cal, a service is medically necessary if it is needed to address a particular health condition and the following criteria are met: 1) the diagnosis is included/covered, 2) the condition results in a functional impairment, 3) the proposed intervention addresses the impairment, and 4) the condition would not be responsive to treatment by a physical health care provider.
Specialty mental health services (SMHS)	Medi-Cal services provided under county Mental Health Plans (MHPs) by mental health specialists, both licensed and unlicensed, such as psychiatrists, psychologists, licensed clinical social workers, licensed marriage and family therapists, licensed professional clinical counselors, and peer support providers.
Substance use disorder treatment (SUD) services	Medi-Cal services provided under county Drug Medi-Cal-Organized Delivery System (DMC-ODS) Intergovernmental Agreement (IA) by substance use disorder treatment specialists, both licensed and unlicensed, such as Licensed Practitioners of the Healing Arts (LPHA) and SUD counselors.
Threshold Language	"Threshold Language" means a language identified as the primary language, as indicated on the Medi-Cal Eligibility Data System (MEDS), of 3,000 beneficiaries or five percent of the beneficiary population, whichever is lower, in an identified geographic area, per Title 9, CCR Section 1810.410 (a)(3).

ATTACHMENTS: Language Assistance Poster

<p>Language Assistance</p> <p>ASISTENCIA LINGÜÍSTICA</p> <p>TRỢ GIÚP VỀ NGÔN NGỮ</p> <p>语言协助</p> <p>語言協助</p> <p>TULONG SA WIKA</p> <p>ᲞᲚᲘᲗ ᲘᲗᲘᲗᲠᲚᲗᲠᲚ</p> <p>भाषा सहायता</p> <p>भाषा की सहायता</p> <p>ЯЗЫКОВАЯ ПОДДЕРЖКА</p> <p>KEV PAB NTSIG TXOG LUS</p> <p>言語アシスタンス</p> <p>언어 지원</p> <p>ការ​ជំនួយ​ເລື້ອ​ດ້ານ​भाषा</p> <p>ການຊ່ວຍເຫຼືອດ້ານພາສາ</p> <p>ជំនួយ​ផ្នែក​ភាសា</p> <p>المساعدة اللغوية</p> <p>کمک زبانی</p>	<p>ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Please point to your preferred language and staff will assist you in that language.</p> <p>ATTENTION: Auxiliary aids and services, including but not limited to large print documents and alternative formats, are available to you free of charge upon request.</p> <p>Español (Spanish)</p> <p>ATENCIÓN: Si habla otro idioma, tiene a su disposición servicios gratuitos de asistencia lingüística. Por favor señale su idioma preferido y el personal le ayudará en ese idioma.</p> <p>ATENCIÓN: Hay servicios y ayudas auxiliares disponibles gratuitamente bajo solicitud, que incluyen pero no se limitan a documentos con letra grande y formatos alternativos</p> <p>Tiếng Việt (Vietnamese)</p> <p>LƯU Ý: Nếu quý vị nói một ngôn ngữ khác, các dịch vụ trợ giúp về ngôn ngữ, miễn phí, được cung cấp cho quý vị. Xin vui lòng chỉ vào ngôn ngữ ưa thích của quý vị và nhân viên sẽ trợ giúp quý vị về ngôn ngữ đó.</p> <p>LƯU Ý: Các trợ giúp và dịch vụ phụ trợ, bao gồm nhưng không giới hạn ở các tài liệu in chữ lớn và các dạng thức khác, được cung cấp cho quý vị miễn phí theo yêu cầu.</p> <p>简体中文(Simplified Chinese)</p> <p>注意：如果您使用其他语言，您可以免费获得语言协助服务。请指出您的首选语言，工作人员将为您提供该语言的协助。</p> <p>注意：我们可以根据要求提供免费辅助设备和服务，包括但不限于大字印刷文档或其他格式。</p> <p>繁體中文(Traditional Chinese)</p> <p>注意：如果您使用其他語言，您可以免費獲得語言協助服務。請指出您的首選語言，工作人員將為您提供該語言的協助。</p> <p>注意：我們可以根據要求提供免費輔助設備和服務，包括但不限於大字印刷文檔或其他格式。</p> <p>Tagalog (Tagalog)</p> <p>PAALALA: Kung ikaw ay nagsasalita ng ibang wika, may available kayong magagamit na mga serbisyo ng tulong sa wika, nang walang bayad. Mangyaring ituro ang inyong pinipiling wika at tutulungan kayo ng staff sa nasabing wikang iyon.</p> <p>PAALALA: Ang mga pandagdag na tulong at serbisyo, na kinabibilangan pero hindi limitado sa malalaking print na dokumento at mga alternatibong format, ay available na magagamit ninyo nang walang bayad kung hilingin.</p> <p>Հայերեն (Armenian)</p> <p>ՈՒՇԱՐԴՈՒԹՅՈՒՆ. Եթե խոսում եք այլ լեզվով, լեզվի աջակցության ծառայություններն անվճար հասանելի են Ձեզ համար: Պարզապես մատնանշեք Ձեր նախընտրելի լեզուն և մեր անձնակազմը կաջակցի Ձեզ այդ լեզվին ամենվիդ հարցերում:</p> <p>ՈՒՇԱՐԴՈՒԹՅՈՒՆ. Օժանդակ օգնությունները և ծառայությունները, պահանջի դեպքում ի թիվս այլոց Ձեզ համար անվճար հասանելի են նաև մեծ չափսի տպագիր փաստաթղթերը և այլընտրանքային ձևաչափերը</p> <p>ਪੰਜਾਬੀ (Punjabi)</p> <p>ਪਿਆਨ: ਜੇ ਤੁਸੀਂ ਕੋਈ ਹੋਰ ਭਾਸ਼ਾ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ, ਮੁਫਤ, ਤੁਹਾਡੇ ਲਈ ਉਪਲਬਧ ਹਨ. ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਪਸੰਦ ਦੀ ਭਾਸ਼ਾ ਢੱਲ ਇਸ਼ਾਰਾ ਕਰੋ ਅਤੇ ਸਟਾਫ ਉਸ ਭਾਸ਼ਾ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰੇਗਾ.</p> <p>ਪਿਆਨ: ਸਹਾਇਤਾ ਪ੍ਰਣਾਲੀ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਨ੍ਹਾਂ ਵਿੱਚ ਢੱਡੇ ਪ੍ਰਿੰਟ ਦਸਤਾਵੇਜ਼ਾਂ ਅਤੇ ਵਿਕਲਪਿਕ ਫਾਰਮੇਟਾਂ ਸ਼ਾਮਲ ਹਨ ਪਰ ਸੀਮਿਤ ਨਹੀਂ ਹਨ, ਬੇਨਤੀ ਕਰਨ ਤੇ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ.</p> <p>हिंदी (Hindi)</p> <p>ध्यान दें: यदि आप एक और भाषा बोलते हैं, तो भाषा सहायता सेवाएं, नि: शुल्क उपलब्ध हैं। कृपया अपनी पसंदीदा भाषा की ओर संकेत करें और कर्मचारी उस भाषा में आपकी सहायता करेंगे। ध्यान दें: सहायक एड्स और सेवाएं, जिनमें बड़े प्रिंट दस्तावेज़ और वैकल्पिक प्रारूप तक सीमित नहीं हैं, अनुरोध पर आपके लिए नि: शुल्क उपलब्ध हैं।</p> <p>Русский (Russian)</p> <p>ВНИМАНИЕ: Если вы говорите на другом языке, вам могут быть предоставлены услуги бесплатной языковой поддержки. Просьба указать предпочитаемый язык, и наши сотрудники перейдут на него при общении с вами.</p> <p>ВНИМАНИЕ: Вспомогательные средства и услуги, включая, но не ограничиваясь, документы с крупным шрифтом и альтернативные форматы, доступны вам бесплатно по запросу.</p> <p>Hmoob (Hmong)</p> <p>UA ZOO SAIB: Yog tias koj hais lwm hom lus, muaj cov kev pab cuam ntsig txog lus, pub dawb tsis xam nqi rau koj tau siv. Thov taw rau hom lus uas koj nyiam hais thiab yuav muaj ib tus neeg ua hauj lwm los pab koj nyob rau hom lus ntawd.</p> <p>UA ZOO SAIB: Cov khoom thiab cov kev pab cuam txhawb ntxiv, xam nrog rau tab sis tsis txwv rau ntaub ntawv luam loj thiab lwm cov qauv ntawv ntxiv, muaj rau koj pub dawb xwb raws qhov thov.</p> <p>日本語 (Japanese)</p> <p>注意： その他の言語をご希望の方は、無料で言語アシスタンスサービスをご利用いただけます。 ご希望の言語を選択すると、担当スタッフがご指定の言語でサポートいたします。</p> <p>注意： ご要望に合わせて補助的なサービス(大判印刷物、別の形式などを含むがこれらに限定されない)を無料でご利用いただけます。</p> <p>한국어 (Korean)</p> <p>알림: 다른 언어를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다. 선호하는 언어를 지목해주시면 직원이 해당 언어로 지원해 드릴 것입니다.</p> <p>알림: 큰 글씨로 인쇄된 문서와 대체 형식 등과 같은 보조 도구 및 서비스를 요청하실 경우 이를 무료로 이용하실 수 있습니다.</p> <p>ภาษาไทย (Thai)</p> <p>โปรดทราบ หากคุณพูดภาษาอื่น เรามีบริการความช่วยเหลือด้านภาษาโดยไม่เสียค่าใช้จ่ายไว้บริการแก่คุณ โปรดชี้ไปที่ภาษาที่คุณต้องการแล้วพนักงานจะให้ความช่วยเหลือคุณในภาษานั้น</p> <p>โปรดทราบ ความช่วยเหลือและบริการเสริมอื่นๆ ประกอบไปด้วยแต่ไม่จำกัดเพียงการพิมพ์เอกสารจำนวนมาก และรูปแบบให้เลือกอื่น โดยมีให้บริการกับคุณโดยไม่เสียค่าใช้จ่ายเมื่อมีการร้องขอ</p> <p>ພາສາລາວ (Lao)</p> <p>ເອົາໃຈໃສ່: ຖ້າທ່ານເວົ້າພາສາອື່ນ, ມີການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໃຫ້ທ່ານໃຊ້ນໍາໃຊ້. ກະລຸນາຊີ້ໃສ່ພາສາທີ່ທ່ານຕ້ອງການ ແລ້ວພະນັກງານຈະຊ່ວຍທ່ານເປັນພາສານັ້ນ.</p> <p>ເອົາໃຈໃສ່: ມີເຄື່ອງຊ່ວຍຮ່ວງ ແລະ ການບໍລິການຊ່ວຍເຫຼືອ, ວອມທັງ ແຕ່ບໍ່ຈຳກັດ ເອກະສານຕົວພິມໃຫຍ່ ແລະ ຮູບແບບທາງເລືອກອື່ນໃຫ້ທ່ານນໍາໃຊ້ຕາມຄໍາຂໍໂດຍບໍ່ເສຍຄ່າ.</p> <p>ខ្មែរ (Cambodian)</p> <p>សម្គាល់: ប្រសិនបើអ្នកនិយាយភាសាណាមួយផ្សេងទៀត សេវាជំនួយផ្នែកភាសាមានផ្តល់ជូនអ្នកដោយឥតគិតថ្លៃ។ សូមប្រាប់អំពីភាសាដែលអ្នកចង់បាន ដូចនេះ បុគ្គលិកនឹងជួយអ្នកជាភាសានោះដែរ។</p> <p>សម្គាល់: ជំនួយនិងសេវាពិសេស រួមមានជាអាទិ៍ ឯកសារព្រឹត្តិចេញផ្សាយអក្សរធំៗ និងទម្រង់ឯកសារផ្សេងទៀត មានផ្តល់ជូនដល់អ្នកដោយឥតគិតថ្លៃ ទៅតាមការស្នើសុំ។</p> <p>العربية (Arabic)</p> <p>تنبيه: إن كنت تتحدث لغة أخرى، فخدمات المساعدة اللغوية المجانية متاحة من أجلك. يُرجى الإشارة إلى لغتك المفضلة وسيساعدك الموظفون بتلك اللغة</p> <p>تنبيه: إن خدمات وأدوات المساعدة، بما في ذلك، على سبيل المثال لا الحصر، المستندات ذات الخط الكبير أو التنسيقات البديلة، متاحة من أجلك مجانًا عن</p> <p>فارسی (Farsi)</p> <p>توجه: اگر به زبان دیگری صحبت می‌کنید، خدمات کمک زبانی، به صورت رایگان، در دسترس شما قرار دارند. لطفاً به زبان ترجیحی خود اشاره کنید تا کارکنان به آن زبان به شما کمک کنند</p> <p>توجه: کمک‌ها و خدمات کمکی، از جمله اما نه محدود به اسناد با چاپ بزرگ و فرمت‌های جایگزین، به صورت رایگان پس از درخواست شما در دسترس قرار دارند</p>
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