

Twenty-Four Hour Access to Interpreters

- Molina provides free 24-hour access to interpreter services for members with limited English proficiency.
- Please call Molina's Member Services Department to arrange for this service:
 - For Medi-Cal members contact Member Services at **(888) 665-4621** (Monday-Friday, 7am-7pm)
 - For Covered California (Marketplace) members contact Member Services at **(888) 858-2150** (Monday-Friday, 8am-6pm)
 - For Medicare members contact Members Services at **(800) 665-0898** (Monday-Friday, 8am-8pm)
 - For Cal MediConnect (Duals) members contact Member Services at **(855) 665-4627** (Monday-Friday, 8am-8pm)
- For after hours and weekends, please call Molina's Nurse Advice Line [English **(888) 275-8750** or Spanish **(866) 648-3537**] to arrange for this service.
- 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.).

Sign Language Interpretation

- Sign Language interpretation is available for member's clinical appointments at no cost.
 - Please call Molina's Member Services Department to request a sign language interpreter. Please refer to the phone numbers listed above to contact Member Services.
 - Requests may also be sent via email to MHC-Interpreters@molinahealthcare.com.
- We recommend that provider offices give at least three to five business days' notice so that an interpreter can be identified for the appointment. Sign language interpreters are in high demand and may require at least five business days' notice.
- Molina cannot guarantee the availability of an interpreter at all times, however we will try our best to have an interpreter at the member's appointment.

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. We also offer member-informing documents in large print, Braille and in audio format. For more information please refer to the phone numbers listed above to contact Member Services.
- Molina offers a variety of low literacy health education materials in English, Spanish and other threshold languages at no cost to Providers or members. These materials can be accessed online at <http://www.molinahealthcare.com/providers/ca/medicaid/comm/Pages/Health-Education-Materials.aspx>.
- Molina complies with the guidance set forth in the final rule for Section 1557 of the Affordable Care Act, which includes instructions for accessing language services in all significant Member materials.

Cultural and Linguistic Consultation and Training

- For questions regarding cultural beliefs and practices that may affect patient care, contact Molina’s Health Education and Cultural & Linguistic Services Department at **(888) 562-5442 ext. 121306**.
- Cultural competency trainings are also available upon request for network providers. For more information contact **(888) 562-5442 ext. 121306**.

“Ask the Cultural and Linguistics Specialist” Interactive Q&A Forum

- This is an interactive web-based question and answer forum on Molina’s provider website.
- Molina’s contracted physicians can pose questions related to providing culturally appropriate care online.
- All inquiries receive a response within 72 hours from Molina’s Cultural and Linguistics Specialist.
- To access, go to:
http://molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx

Please remember that it is never permissible to ask a minor, family member, or friend to interpret.

- Family members, minors or friends may not understand medical terminology and may interpret incorrectly or omit information.
- A child or minor should not be used to interpret complex medical information. In addition, using a child to interpret may affect family dynamics in a negative way.
- Confidentiality must also be taken into consideration when interpreting patient health information.
- Please document in member’s medical record if the member insists on using a family member as an interpreter or refuses the use of interpreter services after being notified of his or her right to have a qualified interpreter at no cost.