

**THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:****COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

**LINES OF BUSINESS:**

- Molina Medi-Cal Managed Care
- Molina Medicare Options Plus
- Molina Dual Options Cal MediConnect Plan (Medicare-Medicaid Plan)
- Molina Marketplace (Covered CA)

**PROVIDER TYPES:**

- Medical Group/ IPA/MSO**

**Primary Care**

- IPA/MSO
- Directs

**Specialists**

- Directs
- IPA

 **Hospitals****Ancillary**

- CBAS
- SNF/LTC
- DME
- Home Health
- Other

**FOR QUESTIONS CALL****PROVIDER SERVICES:**

(855) 322-4075, Extension:

**Los Angeles/Orange Counties**X111113 X123071  
X127657**Riverside/San Bernardino Counties**X127684 X120618  
X121805**Sacramento County**

X121360

**San Diego County**X123006 X121401  
X127709 X121413  
X121599**Imperial County**

X125682 X125666

## Language Services Requirements

This is an advisory notification to Molina Healthcare of California (MHC) network providers as a reminder notification regarding Federal requirements on language services under **Section 1557 of the Affordable Care Act**.

Federal legislation 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. Section 1557 of 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.

Meeting a patient's language needs requires collaboration between provider, health plan, and patient. Section 1557 of the Affordable Care Act stipulates that both provider and health plan are covered entities under the law, and therefore, both Molina and network providers must work together to meet the language needs of our members.

Molina offers the following language access services to staff, providers, and members. Call our Member Services Contact Center to submit a request: Medi-Cal members: 888-665-4621; Marketplace members: 888-858-2150; Medicare members: 800-665-0898; Cal MediConnect members: 855-665-4627.

- Molina offers qualified telephonic interpreter services 24 hours a day, 7 days a week across all lines of businesses.
- Molina offers qualified face-to-face interpreter services at medical appointments for complex care including: some medical or surgical procedures or tests, end-of-life care, cancer care, organ transplants, behavioral health appointments, initial physical therapy, hearing loss appointments, and others as directed by a medical director.
- Molina offers qualified sign language interpreter services at medical appointments to all deaf and hard of hearing members. Molina needs 3-5 working days' notice to identify a qualified sign language interpreter.

MHC network providers should work together with Molina's language access services to ensure that all members have equitable access to health care.

### QUESTIONS

If you have any questions regarding the notification, please contact your Molina Provider Services Representative at (855) 322-4075. Please refer to the extensions to the left.