

## Twenty-Four Hour Access to Interpreters

- Molina provides free 24-hour access to interpreter services for members with limited English proficiency (LEP).
- Please call Molina's **Member and Provider Contact Center** to arrange for this service:
  - For Medi-Cal members call (888) 665-4621 Mon-Fri, 7am-7pm
  - For Marketplace members call (888) 858-2150 Mon-Fri, 8am-6pm
  - For Medicare members call (800) 665-0898 Mon-Fri, 8am-8pm
  - For Cal MediConnect (Duals) members call (855) 665-4627 Mon-Fri, 8am-8pm
- For after-hours and weekends, please call Molina's Nurse Advice Line to arrange for this service:
  - English (888) 275-8750
  - Spanish (866) 648-3537
- 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.).

## On-Site Interpretation

- Molina offers the following on-site interpretation:
  - **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 other appointments as directed by a medical director.
  - **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 or face-to-face preferred language interpreter.
- 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.



## Affordable Care Act (ACA) Section 1557 Compliance

- Section 1557 of the 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 the guidance set forth in the final rule for Section 1557 of the ACA, 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 the Member and Provider Contact Center.
- 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:  
<http://www.molinahealthcare.com/providers/ca/medicaid/comm/Pages/Health-Education-Materials.aspx>.
- Upon request, Molina will translate existing health education materials into members' preferred language. Please call the Member and Provider Contact Center.

## Cultural and Linguistic Consultation and Training

- Molina offers cultural competency and sensitivity to seniors and persons with disabilities training. For cultural and linguistic consultations, questions regarding cultural beliefs and practices that may affect patient care, or to request trainings, contact Molina at (888) 562-5442 ext.121306.
- Molina also offers ***"Ask the Cultural and Linguistics Specialist,"*** 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](http://molinahealthcare.com/providers/ca/medicaid/resource/Pages/ask_cultural.aspx)