

Cultural and linguistic services provider resources

Access to interpreter services

- Molina Healthcare of California 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 (VRI))
 3. In person (onsite)
- To request interpretation services, call Hanna Interpreting Service at **(833) 739-6055**. You can also access interpretation services by visiting the Hanna Hub at Molina.hannahub.ai. **First-time users must register.**
- For after-hours and weekends, please call Molina's **24-hour Nurse Advice Line** to connect to an interpreter at **(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 telephone number. The RO/CA will connect and communicate via the members' preferred type of communication (TTY, VCO, Internet, ASCII, etc.)

Interpretation delivery methods

The interpretation delivery method depends on the type of medical appointment. Molina strives to provide meaningful access to language services and tailors the delivery method to the member's needs 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 Hanna Interpreting Services at **(833) 739-6055**. You can also access audio services by visiting the Hanna Hub at Molina.hannahub.ai. Be prepared with the following information to verify member eligibility.
 1. Member ID
 2. Date of birth
 3. Language

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.
- To access VRI services, use the Hanna Hub at Molina.hannahub.ai. Be prepared with the following information to verify member eligibility.
 1. Provider name
 2. Member ID
 3. Member first and last name
 4. Member date of birth



3. In-person:

- On-site interpretation is used for the most complex appointments or when VRI is not possible.
- To access on-site interpretation services, book via Molina.hannahub.ai at least three business days before the appointment to schedule. Be prepared with the following information:
 1. Member name, Molina ID number and language needed
 2. Provider name, email address and appointment information
 3. Member phone number
 4. 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 their own interpreter or rely on a staff member who is not qualified to communicate directly with the LEP individual.
- Please remember asking a minor, family member or friend to interpret is never permissible.
- 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

- Member communications 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, electronic and audio formats. For more information, please call Molina's Provider Contact Center at **(855) 322-4075**.
- 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: 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 video on our website:
 - **Trans Inclusive Healthcare Cultural Humility**. When you have completed the module, please sign the **attestation** for credit/proof of completion.
- 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 and 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 training, contact HealthEducation.MHC@MolinaHealthcare.com.

