



LIBERTY Compliance

LAP

Language Assistance Program



www.libertydentalplan.com

Making members shine, one smile at a time™

Training Objectives

After completing this training module you will:

- **Know how to bridge linguistic and cultural gaps to members**
- **Understand the importance of giving all members equal access to dental care**

Duty to Our Members



Healthcare Plans and Health Insurers ensure that members with limited English proficiency receive meaningful access to covered benefits and services regardless of language, race or ethnicity.

Background: Language Assistance Regulations



Lines of business subject to Language Assistance Regulations:

- Commercial HMO, POS and PPO
- Medicaid/Medi-Cal
- Medicare
- Marketplace
- Applicants and prospective members have a right to some LAP services

Requirements: Member Demographics



- Collection of data is required by Language Assistance Regulations
- Data Collected from Our Members:
 - **Race**
 - **Ethnicity**
 - **Preferred written language**
 - **Preferred spoken language**
- Data used to determine individual linguistic needs
 - Language Assistance Services utilization

Why is LIBERTY Dental Plan Collecting Data?



Race, ethnicity and language data are **very** sensitive for some people!

- LIBERTY **will** use data to:
 - Provide members with need-specific language services
 - Determine threshold languages
- LIBERTY **will not** use data to:
 - Deny, restrict or rescind services
 - Raise premium rates
 - Discriminate against members in any way
 - Do anything unlawful or unethical

Interpretation Services: What Services do We Offer?



Telephonic interpretation

- An interpreter is connected by telephone to the parties needing interpretation assistance
- Communicating parties may or may not be in the same physical location
- Includes TTY/TDD, video relay services, and remote interpreting services

Face-to-face interpretation

- An interpreter is physically present to provide language assistance
- The communicating parties are also physically present
- Includes sign-language interpreting

Interpretation Services: What Services do We Offer?

Oral translation

- An interpreter reads the contents of a written document out loud to a member in the member's preferred language
- A written translation is not produced

Interpretation Services: Who Can Request an Interpreter?



- **Members**
 - Parents or Guardians of a member
 - Potential members and applicants (limited)
- **Contracted providers**
 - Dentists and their staff
 - Ancillary service providers
- **LIBERTY Dental Plan Associates**

****Members are strongly discouraged from using friends and family, especially minors as interpreters.**

Interpretation Services: Where Can Interpreters Be Requested?



At all applicable points of contact

- Definition: “Instances in which a member accesses covered services where the need for language assistance may be reasonably anticipated.”

Partial list of applicable points of contact:

- Administrative contact with the dental plan
 - Call Center
 - Assistance with Enrollment Process
- Dental visits
- Tests, procedures and ancillary services
- Telephonic and in-person contacts

Interpretation Services: When Can An Interpreter Be Requested?



- LIBERTY does not delegate Language Assistance Services to our Provider. Providers are encouraged to contact LIBERTY to access interpretation services.
- LIBERTY facilitates all member request for interpretation services.
- **Hours of Availability:**
 - 24 hours a day, 7 days a week, at no cost to member
- **Product Line/Business Unit:**
 - Commercial HMO, POS, PPO
 - Medicare, Medicaid & Marketplace

Important Reminder:



Avoid Possible Liabilities for Yourself and for LIBERTY!

Bilingual LIBERTY Dental associates should **NEVER** interpret clinical matters for members

Examples:

- A member's diagnosis or test results
- Recommendations for additional treatment

Leave clinical interpreting to LIBERTY Dental Plan's contracted interpreter service providers. We pay them to be expertly trained and impartial interpreters of clinical information.

Interpreter Services: Important Factors



- Quality Assurance
- Providing high-quality interpreters
 - *Interpreter Qualifications*
 - *Interpreter Ethics and Confidentiality*
- **Discouraging the use of friends, family members and minors as interpreters**
- Documentation of Interpreter Services
 - *In LIBERTY Dental member records*
 - *In dental records by contracted providers*
- Grievance process

Identifying Vital Documents



A “Vital document” is defined as a document that affect access to, retention in, or termination or exclusion from a recipient’s program services or benefits.

Vital documents include, but are not limited to:

- Consent forms
- Grievance/Appeal Forms
- Notice pertaining to eligibility for benefits
- Notice pertaining to rights, reduction, denial or termination of services
- Notice that requires a response or action from the member

Translation Services: Translation of Member-Informing Materials into Threshold Languages



Non-Specific Member-Informing Materials

- All non-specific Member-Informing Materials are pre-translated and made readily available in the Plan's threshold languages to members.

Non-Standard Vital Documents (Member specific)

- Non-standardized document will be fully translated in the Plan's threshold languages.

Note: If translating the member's specific rationale in adverse benefit determination notices jeopardizes an ability to comply with the mailing timeframes, the rationale can be left in English when the rest of the standardized part of the letter is translated and mailed with the Notice of Language.

Translation Services: Written Translations

Member-requested translations

- All member-requested translation **must** be mailed to the member **within 21 calendar days**.
- There is no time limit for a member to request a translation

Summary: Making the LAP Work



Document in the member record interpreter-related information

1. Interpreter use
2. Refusal of interpreter services
3. Use of a family member/friend as interpreter
(especially if the interpreter is a minor!)