

Language Needs Report of HealthChoices Members

Scope: This Provider Alert applies to all Community Care HealthChoices Providers.

Purpose: The Community Care networks represent a diverse population. We have members of different races, ethnicities, cultures, ages, sexual orientations, and gender identities. In accordance with Title VI of the Civil Rights Act, it is the policy of Community Care that persons with Limited English Proficiency (LEP) or who are deaf/hard of hearing, have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits. Understanding the language needs of our members can help us give them meaningful access to our services. The purpose of this Provider Alert is to share provider-level member language need data.

Community Care is making available a report listing the language needs of all HealthChoices members that Community Care has authorized to each provider. This information will assist each provider in securing the appropriate and competent interpreter or bilingual services to communicate with individuals who need language assistance. These reports will be made available through Community Care's secure ePortal in the Downloads section. Information related to Community Care's ePortal can be found at: [Community Care ePortal: HealthChoices Providers - Community Care \(ccbh.com\)](https://ccbh.com). The reports will be refreshed semiannually in February and July.

Information regarding reimbursement for interpreter services can be found in Provider Alert #1 and Provider Alert #2 of 2019: [Provider Alerts: HealthChoices Providers - Community Care \(ccbh.com\)](https://ccbh.com).

If you have any questions related to these reports, please contact your Community Care Provider Relations Representative. The listing of Provider Relations Representatives can be found at: [Provider Representatives: HealthChoices Providers - Community Care \(ccbh.com\)](https://ccbh.com).

All HealthChoices Networks