2022 Optum QLT01060 Language Assistance

1. Language Assistance Introduction

1.1 Introduction

Notes:

1.2 Meeting Our Patients' Needs

Notes:

1.3 Maintaining Compliance

Maintaining compliance

We are required to provide **quality**, **accessible** and **timely** access to interpreters at **all points of contact** and at **no cost** to the patient (even when a patient is accompanied by a family member or friend who can interpret).

Language assistance is required by the following:

- Civil Rights Act of 1964 and Executive Order 13166
- California Department of Managed Health Care
- Health plans we contract with

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Notes:

1.4 Clear Communication

Aside from meeting legal requirements, why else do we need to ensure **clear communication** by offering language assistance?

Improves safety and adherence

Raises patient and clinician satisfaction

Increases patient self-management and engagement with treatment program

Reduces malpractice risk

Supports our culture of valuing and respecting diversity

Boosts clinic's efficiency and reduces waste

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Notes:

1.5 Language Assistance Resources

This course explores common language assistance needs encountered in our clinics. Use the following reference tools to respond quickly and effectively to language assistance needs. Click the icons to learn more.

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Notes:

Resource Guide (Slide Layer)

This course explores common language assistance needs encountered in our clinics. Use the following reference tools to respond quickly and effectively to language assistance needs. Click the icons to learn more.

Language assistance resource guide

Think of this as your language assistance "cheat sheet". We recommend printing this out and having it available at your workstation for easy access. The guide lists all the health plans we contract with and identifies which plans provide their own language assistance services, and which plans delegate language assistance responsibility to our company.

It's wasteful to use our interpretation vendor, Interpreters Unlimited, when a patient's health plan offers language assistance services. However, it's still the teammate's responsibility to ensure a great patient experience by making the call to the health plan and connecting the patient directly. This guide has the appropriate numbers to call and steps to follow.

View the language assistance resource guide

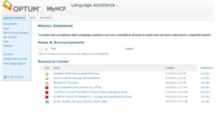Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

MyHCP (Slide Layer)

This course explores common language assistance needs encountered in our clinics. Use the following reference tools to respond quickly and effectively to language assistance needs. Click the icons to learn more.
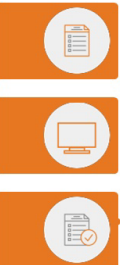
Language assistance MyHCP site`

This is where you can find all sorts of resources related to language assistance services, including job aids, posters and our list of bi-lingual teammate translators.

Access the site by going to *MyHCP > Depts and Other MyHCP Sites > Language Assistance*.
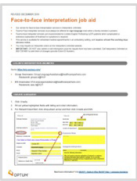
OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Face-to-Face Interpretation (Slide Layer)

This course explores common language assistance needs encountered in our clinics. Use the following reference tools to respond quickly and effectively to language assistance needs. Click the icons to learn more.

Face-to-face interpretation job aid

This job aid shows how to complete a request in the online portal for our face-to-face interpretation and sign language vendor, Interpreters Unlimited.

We use this interpretation vendor for patients whose health plans delegate language assistance services to our company.

View the face-to-face interpretation job aid

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Resource Guide 2 (Slide Layer)

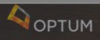| Language assistance resource guide	If you do not see the option to save, print or zoom, try hovering your mouse over the document. Options will vary by browser.	RETURN TO COURSE

Web Object

Address:
https://optum.csod.com/clientimg/optum/MaterialSource/939e10e2-1d37-4be9-87e4-
14dbddb8dd9b_cu_optum_ca_002_attachment_g_language_assistance_resource_guide.pdf
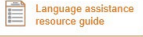
OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Face-to-Face Interpretation 2 (Slide Layer)

Face-to-face interpretation job aid	If you do not see the option to save, print or zoom, try hovering your mouse over the document. Options will vary by browser.	RETURN TO COURSE

Web Object

Address:
https://optum.csod.com/clientimg/optum/MaterialSource/3dc3979b-978d-4011-aa26-
d8e93f1c9701_cu_optum_ca_002_attachment_b_face_to_face_interpretation_guide.pdf

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

2. Scenario Introduction

2.1 Scenario Introduction

Notes:

Resource Guide (Slide Layer)

2.2 Scenario Progress

Notes:

Resource Guide (Slide Layer)

3. Scenario 1

3.1 Scenario 1 Description

LANGUAGE ASSISTANCE

Introduction
Your next patient is Mr. Acosta. Before his appointment, you check his patient medical record. Even though he speaks English proficiently, his primary language is listed as Spanish.

Before you begin his consultation, you ask Mr. Acosta: "Would you like the assistance of an interpreter?"

Mr. Acosta responds: "No thanks, I'm all set."

WHAT SHOULD YOU DO?

Language assistance resource guide

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Notes:

Resource Guide (Slide Layer)

Language assistance resource guide | If you do not see the option to save, print or zoom, try hovering your mouse over the document. Options will vary by browser. | RETURN TO COURSE

Web Object

Address:
https://optum.csod.com/clientimg/optum/MaterialSource/939e10e2-1d37-4be9-87e4-14dbddb8dd9b_cu_optum_ca_002_attachment_g_language_assistance_resource_guide.pdf

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

3.2 Scenario 1 Question

LANGUAGE ASSISTANCE

Choose one of the possible responses below:

Ask if he's sure and list off available language assistance services.

Proceed with the appointment as usual.

Document his refusal in his medical record and begin the consultation.

Review scenario introduction

Language assistance resource guide

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Notes:

Resource Guide (Slide Layer)

Language assistance resource guide | If you do not see the option to save, print or zoom, try hovering your mouse over the document. Options will vary by browser. | RETURN TO COURSE

Web Object

Address:
https://optum.csod.com/clientimg/optum/MaterialSource/939e10e2-1d37-4be9-87e4-14dbddb8dd9b_cu_optum_ca_002_attachment_g_language_assistance_resource_guide.pdf

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Incorrect (Slide Layer)

LANGUAGE ASSISTANCE

This response is incorrect. When a patient's medical record shows that English is not their primary language, always ask if they would like to receive language assistance. If they decline, their choice must be documented in the patient's medical record.

TRY AGAIN

Language assistance resource guide

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Correct (Slide Layer)

LANGUAGE ASSISTANCE

This response is correct. When a patient's medical record displays their primary language as something other than English, always ask if they would like to receive language assistance. If they decline, their choice must be documented in the patient's medical record.

CONTINUE

Language assistance resource guide

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

3.3 Scenario 1 Outcome

Notes:

Resource Guide (Slide Layer)

4. Scenario 2

4.1 Scenario 2 Description

Notes:

Resource Guide (Slide Layer)

4.2 Scenario 2 Question

Notes:

Resource Guide (Slide Layer)

Incorrect (Slide Layer)

Incorrect 2 (Slide Layer)

Correct (Slide Layer)

4.3 Scenario 2 Outcome

Notes:

Resource Guide (Slide Layer)

5. Scenario 3

5.1 Scenario 3 Description

Notes:

Resource Guide (Slide Layer)

Language assistance resource guide | If you do not see the option to save, print or zoom, try hovering your mouse over the document. Options will vary by browser. | RETURN TO COURSE

Web Object

Address:
https://optum.csod.com/clientimg/optum/MaterialSource/939e10e2-1d37-4be9-87e4-
14dbddb8dd9b_cu_optum_ca_002_attachment_g_language_assistance_resource_guide.pdf

OPTUM

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

5.2 Scenario 3 Question

LANGUAGE ASSISTANCE

Choose one of the possible responses below:

Tell Ms. Ahmad to call CalOptima and arrange interpretation services.

Call CalOptima to arrange face-to-face language assistance services.

Inform Ms. Ahmad that face-to-face interpretation requires 5-7 business days of notice, and call the face-to-face interpretation vendor, Interpreters Unlimited, to schedule the service.

Review scenario introduction

Language Assistance Resource Guide

OPTUM

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Notes:

Resource Guide (Slide Layer)

Language assistance resource guide | If you do not see the option to save, print or zoom, try hovering your mouse over the document. Options will vary by browser.   RETURN TO COURSE

Web Object

Address:
https://optum.csod.com/clientimg/optum/MaterialSource/939e10e2-1d37-4be9-87e4-14dbddb8dd9b_cu_optum_ca_002_attachment_g_language_assistance_resource_guide.pdf

OPTUM®   Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Incorrect (Slide Layer)

LANGUAGE ASSISTANCE

This response is incorrect. When a health plan delegates language assistance services to our company, it's not the health plan's responsibility to provide services. Instead, call our interpretation vendor, Interpreters Unlimited, to request an interpreter.

Face-to-face interpretation requests require 5-7 business days of notice. And don't forget to document your actions in the patient's medical record!

TRY AGAIN

Language Assistance Resource Guide

OPTUM®   Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Correct (Slide Layer)

5.3 Scenario 3 Outcome

Notes:

Resource Guide (Slide Layer)

6. Scenario 4

6.1 Scenario 4 Description

Notes:

Resource Guide (Slide Layer)

6.2 Scenario 4 Question

Notes:

Resource Guide (Slide Layer)

| Language assistance resource guide | If you do not see the option to save, print or zoom, try hovering your mouse over the document. Options will vary by browser. | RETURN TO COURSE |

Web Object

Address:
https://optum.csod.com/clientimg/optum/MaterialSource/939e10e2-1d37-4be9-87e4-
14dbddb8dd9b_cu_optum_ca_002_attachment_g_language_assistance_resource_guide.pdf

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Incorrect (Slide Layer)

LANGUAGE ASSISTANCE

This response is incorrect. Our CM Compliance department processes all translation requests, regardless of whether the health plan or our company is delegated to provide the services.

Requests may include Individualized Care Plans or notifications of denial, delay, modification or termination of services.

TRY AGAIN

Language assistance resource guide

OPTUM®

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Correct (Slide Layer)

6.3 Scenario 4 Outcome

Notes:

Resource Guide (Slide Layer)

7. Videos

7.1 Videos

Notes:

Video 1 (Slide Layer)
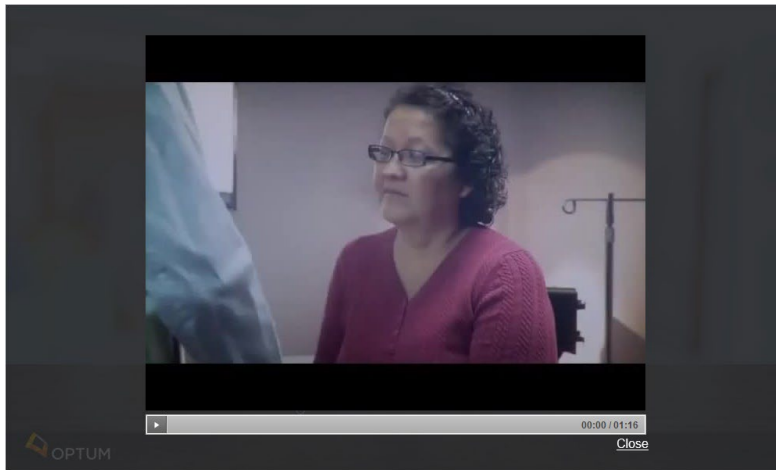
Video 2 (Slide Layer)

8. Conclusion

8.1 Conclusion

As you assist LEP, visually impaired and hearing impaired patients, leverage what you've learned here and the resources available to you to provide the right language assistance services in a timely manner.

Resources include the Language Assistance Resource Guide, MyHCP site, TouchWorks and PIP. You will receive an email with key resource links following this training.

Thank you for your commitment to providing great care for our patients.

Web Object

Address:
https://www.surveymonkey.com/r/QLT01060LanguageAssistance

OPTUM

Confidential property of Optum. Do not distribute or reproduce without express permission from Optum.

Notes: