

Language Assistance (Cultural and Linguistic Services) Checklist

- Review requirements for delivering culturally and linguistically services with the provider
- Cultural and Linguistic Services are available at NO cost to the member
- Services to the member are offered 24 hours a day, 7 days a week
- HPSM discourages the use of family or friends - especially children - as interpreters
- Employee Language Prescreen toolkit
- Free Interpreting Services:
 - ✓ Sign Language
 - ✓ Telephonic
 - ✓ In-person
- Translation Services:
 - ✓ Translation of documents in the member's language
 - ✓ Receive written materials in an alternative format (including Braille, large print or audio format) upon request and in a timely fashion
- Provide Cultural and Linguistic Service packet to the provider
- Extract the Cultural and Linguistic Services materials from the packet and review them with the provider
- Place the Certified Language International point chart on the front counter
 - ✓ Provide a demo and display poster board in an area of the office where it is visible to the member
- Document in the member's medical record language preference and if he/she or refuses interpreter services
- New employees are required to be trained by the provider regarding Cultural & Linguistic Services

For additional information regarding Language Assistance (Cultural and Linguistic Services), email healtheducationrequest@hpsm.org