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SUBJECT		CHAPTER	SECTION	SUBJECT
Limited English Proficiency (LEP)		05	01	02
CHAPTER Clinical Practice Guidelines	**SECTION** Access to Services			
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I. **APPLICATION:**

☐ PIHP Board   ☒ CMH Providers   ☒ SUD Providers
☒ PIHP Staff   ☒ CMH Subcontractors

II. **POLICY STATEMENT:**

It shall be the policy of Region 10 PIHP to recognize the special needs of individuals with Limited English Proficiency (LEP) and provide reasonable access to services in a manner that facilitates full participation by all persons.

III. **DEFINITIONS:**

Basic Reading Level: The reading level at which an individual is able to understand the overall meaning of what they read.

Limited English Proficiency (LEP): Potential enrollees and enrollees who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English may be LEP and may be eligible to receive language assistance for a particular type of service, benefit, or encounter.

Linguistically Appropriate Services: Services provided in the language best understood by the individual receiving services through bilingual staff and/or the use of qualified interpreters, including American Sign Language, to individuals with LEP. These services are a core element of cultural competency and reflect an understanding, acceptance, and respect for the cultural values, beliefs, and practices of the community of individuals with LEP.

IV. **STANDARDS:**

A. The PIHP and its Network Providers shall maintain capacity to immediately accommodate individuals that present with LEP and other linguistic needs, diverse cultural and demographic backgrounds, visual impairments, alternative needs for communication and mobility changes. The PIHP and its Network Providers will make oral interpretation services available free of charge to its

Enrollees for all non-English languages. Oral interpretation requirements apply to all non-English languages, not just those that the State identifies as prevalent.

B. The PIHP and its Network Providers must notify its Enrollees that oral interpretation is available for any languages and written translation is available in the identified languages.

C. Service information will be offered in a manner easily understood by the individual served.

D. Policies and procedures will address the special needs of individuals with limited English proficiency.

E. The PIHP and its Provider Network should sensitize its respective staff to the issues of limited English proficiency.

F. If an individual requests services and is unable to communicate using English, any office and/or program must have elements in place to facilitate communication in order for the individual to obtain access to services.

V. **PROCEDURES:**

A. Region 10 PIHP staff are required to utilize Language Line Solutions to assist individuals with LEP accommodations. *(Note: Please see PIHP Language Interpretation instructions for all outlined steps).*

B. The PIHP Provider Network will have policies and procedures to ensure that individuals are notified that oral interpretation is available for any language, written information is available in Telephone (TTY/TDY) and American Sign Language (ASL), and these services are available upon request at no cost, and how to access those services as referenced in 42CFR 438.10 (d)(3) and 438.10(d)(4). Additionally, the provider must also ensure that individuals are notified how to access alternative formats as defined in 42 CFR 438.10(d)(6)(iv).

C. Region 10 PIHP will monitor the Provider Network annually to ensure that all standards and procedures are being followed.

VI. **EXHIBITS:** N/A

VII. **REFERENCES:**

A. (42 CFR 438.10) information Requirements
B. MDHHS Customer Service Standards Policy