



# PROVIDER Bulletin California

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June 9, 2022

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This Provider Bulletin applies to lines of business:

**PHC CA (Medi-Cal)**

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PHC is committed to ensuring ongoing support of diverse enrollee populations. As part of PHC's ongoing provider communication initiatives, PHC has summarized our processes for managing access needs for enrollees with visual impairments and/or cultural and linguistic service needs.

PHC's contracted providers are expected to provide services in an appropriate and culturally competent manner that includes, but is not limited to, removing all language barriers to service, and accommodating the special needs of the visually impaired, ethnic, cultural, and social circumstances of the patient.

Providers must meet the requirements of all applicable State and Federal laws and regulations as they pertain to provision of service and care including, but not limited to, ***Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, the Americans with Disabilities Act, and the Rehabilitation Act of 1973.*** The following applies to all PHC enrollees who have visual impairments, limited English proficiency or are non-English speaking.

The California Department of Health Care Services (DHCS) and PHC expect providers to adhere to the following:

### **Alternative formats for Members with Visual Impairments**

PHC addresses enrollee's communication needs by providing support in alternative formats or other means of communication and interpreter services.

PHC will provide alternative communications to enrollees with visual impairments. The alternative formats include Braille, large print, electronic or audio format.

Please contact or direct enrollees to contact PHC's Member Services Dept (contact number below) for Medi-Cal program information request in alternative formats.

### **Responsibilities for Cultural and Linguistic Services**

#### **24-Hour Access to Interpreters**

When the provider does not speak the member's language, he/she must ensure twenty-four (24)-hour access to interpreters for members whose primary language is not English. To access interpreters for PHC members at no cost to the provider or the patient, call PHC's Member Services Dept at:

**(800) 263-0067, TTY/TDD 711 during normal business hours of 8:30 a.m. to 5:30 p.m. Monday through Friday**

If you have any questions concerning the above notification or require additional information concerning PHC's Cultural, Linguistic or Alternative Format Communication for enrollees with visual impairments, please contact the PHP/PHC California Provider Relations team at [capr@ahf.org](mailto:capr@ahf.org).

*Thank you*