



CalOptima Health
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CalOptima Health’s Cultural & Linguistic (C&L) Services Minimum Requirements

1. Interpreter Services for Limited English Proficient (LEP) and Sensory Impaired Members

CalOptima Health and its contracted health networks will provide 24-hour access to interpreter services at key points of contact (medical and non-medical). Upon request, CalOptima Health and its health networks will provide face-to-face interpreter services, including American Sign Language, and will ensure documentation of requests for or refusal of language services. CalOptima Health and its contracted health networks will make a best effort to have a diverse workforce representative of the population served and will document staff and provider language capabilities for appropriate referrals when requested.

2. Informing Members of the Availability of Interpreter Services

CalOptima Health and its contracted health networks will inform members of their right to free interpreter services and the availability of those services. CalOptima Health and its contracted health networks will not require or suggest the use of family members or friends, particularly minors, as interpreters.

3. Providers and Staff Training on Interpreter Service Policies and Procedures

CalOptima Health and its contracted health networks will have policies and procedures that describe how to access interpreter services. CalOptima Health and its contracted health networks will conduct ongoing education and training to ensure providers and office staff are aware of current interpreter service policies and procedures. Education and training will be conducted at least annually.

4. Written Member Materials in Threshold Languages and Alternative Formats

CalOptima Health and its contracted health networks will provide translation of member materials in CalOptima Health’s identified threshold languages. These materials include, but are not limited to, member handbooks, newsletters, welcome letters, notices of action, form letters such as those related to grievances and health education materials. For non-threshold languages, CalOptima Health and its contracted health networks will provide an oral translation of the written materials using bilingual staff or contracted interpreter service vendors. For members with special needs, CalOptima Health and its health networks will provide member materials in alternative formats (braille, large-size print, PDF and audio) upon request.

5. Cultural Competency Training

CalOptima Health and its contracted health networks will have an annual cultural competency training plan that includes, but is not limited to, cultural sensitivity and communication with members of different cultures to ensure that new and current providers and staff are trained on the most updated C&L issues

6. Member Complaint Monitoring

CalOptima Health and its contracted health networks will monitor member complaints specific to cultural and linguistic barriers.