



Provider Bulletin

MARCH 2019
Volume 35, Number 12



THIS ISSUE

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TRAINING SEMINARS

To reserve a spot online or to view a complete list of training seminars, to go the [Provider Training Seminar Schedule](#).

- Webinar: Basic & EDI/D766
March 14, 2019 | 8:00am - 12:00pm
- Port Hueneme: Basic & EDI/D767
March 19, 2019 | 8:00am - 12:00pm
- Port Hueneme: Advanced/D768
March 20, 2019 | 8:00am - 12:00pm
- Webinar: Basic & EDI/D769
March 26, 2019 | 8:00am - 12:00pm

PROVIDER ENROLLMENT ASSISTANCE LINE

Speak with an Enrollment Specialist. Go [here](#) for more information.
Available every Wednesday
8am - 4pm

American Sign Language (ASL) Translation and Language Services Available for Medi-Cal Members

Medi-Cal Dental reminds providers that American Sign Language (ASL) translation and language assistance services are available to Medi-Cal members at no cost. Either the Medi-Cal dental provider office or the member can call the Telephone Service Center (TSC) Monday through Friday, between 8 a.m. and 5 p.m. to request language assistance over the telephone or to schedule an ASL translator to be present at the time of the appointment. Providers can supply a language interpreter in the office, or providers can call the TSC to access language interpreters available in 17 threshold languages.

Medi-Cal dental providers should call the Provider Telephone Service Center at (800) 423-0507 and Medi-Cal members should call the Medi-Cal Dental Telephone Service Center at 1-800-322-6384. Members with hearing or speaking limitations can call the Teletext Typewriter (TTY) line at (800) 735-2922, Monday through Friday, 8 a.m. to 5 p.m. At all other times, Medi-Cal members should call the California Relay Service TDD/TTY at 711 to receive the help they need.

ASL translation and language assistance services are provided in accordance with Section 1557 of the Patient Protection and Affordable Care Act (ACA), which prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs or activities. In effect since 2010, Section 1557 builds on the long-standing federal civil rights laws noted below:

- Title VI of the Civil Rights Act of 1964 (prohibits race, color, and national origin discrimination);
- Section 504 of the Rehabilitation Act of 1973 (prohibits disability discrimination);

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- Age Discrimination Act of 1975 (prohibits age discrimination); and
- Title II of the Americans with Disabilities Act of 1990 (prohibits disability discrimination by public entities, including public school districts, public colleges and universities, public vocational schools, and public libraries, whether or not they receive federal financial assistance).

The Health and Human Services (HHS) Office for Civil Rights issued its final rule implementing Section 1557 at Title 45 Code of Federal Regulations Part 92. The rule applies to any health program or activity, any part of which receives federal financial assistance, an entity established under Title I of the ACA that administers a health program or activity, and HHS. In addition to other requirements, Title 45 CFR Part 92.201, requires:

Language assistance services requirements

Language assistance services required under paragraph (a) of Part 92.201 must be accurate, timely and provided free of charge, and protect the privacy and independence of the individual with limited English proficiency

Specific requirements for interpreter and translation services

Subject to paragraph (a) of Part 92.201:

- A covered entity shall offer a qualified interpreter to an individual with limited English proficiency when oral interpretation is a reasonable step to provide meaningful access for that individual with limited English proficiency
- A covered entity shall use a qualified translator when translating written content in paper or electronic form

For more information about the application and requirements of the final rule implementing Section 1557, providers should contact their representative professional organizations, or visit the [Section 1557 of the Patient Protection and Affordable Care Act](#) page of the HHS website to find sample materials and other resources.

Please check the Medi-Cal Dental website www.denti-cal.ca.gov for future notifications. For questions, please call the Provider Telephone Service Center at (800) 423-0507.

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