

Translation & Alternative Formats

PPG Responsibilities

Members have the right to receive written informing materials in their preferred threshold language and format.

- PPGs must provide written informing materials in member’s preferred language and format on a routine basis.
- PPGs are responsible for translating any written informing materials that they generate, including member specific information in form letters (e.g., Notice of Adverse Benefit Determination letters, denial letters, etc.)
- Written informing materials and other significant publications should also include a tagline and a non-discrimination notice.
- PPGs are responsible for making these materials available in alternative formats, such as large print and audio.

Threshold Languages

Member written informing materials should be made available in the below threshold languages depending on the line of business. Threshold languages are the primary languages spoken by limited English proficient (LEP) population.

Medi-Cal	Cal MediConnect	PASC-SIEU	L.A. Care Covered*
English Spanish Arabic Armenian Chinese Farsi Khmer Korean Russian Tagalog Vietnamese	English Spanish Arabic Armenian Chinese Farsi Khmer Korean Russian Tagalog Vietnamese	English Spanish Armenian Chinese Korean Russian	English Spanish

*Includes L.A. Care Covered and L.A. Care Covered Direct



Translation Process

Per MMCD Policy Letter 99-04, a standardized process should be used to produce well-translated member informing materials. PPG may contract with a translation vendor or use in-house qualified bilingual staff to accomplish it. Translation must be offered in all the threshold languages, and follow the same process for all these languages.

- 1) Three-step process (Translation, Editing and Proofreading, or TEP) completed by at least two separate qualified translators.
- 2) Definition of a qualified translator:
 - Adheres to generally accepted translator ethics principles, including client confidentiality;
 - Has a formal education in the written target language;
 - Demonstrates proficiency in reading, writing, and understanding both English and the target language;
 - Is able to translate effectively, accurately, and impartially using necessary specialized vocabulary, terminology, and phraseology;
 - Has knowledge and experience with culture(s) of the target audience.

Recommended Practices

To ensure compliance, here are the recommended practices:

- Contract with a translation vendor for all threshold languages.
 - Add language related to qualifications of translators and quality assurance process in the translation vendor contract which meets all regulatory requirements.
- Obtain an attestation for each translated document from the translation vendor attesting to:
 - Qualifications of translators;
 - Three-step process by at least two qualified translators;
 - Accuracy and integrity of a translated document.

Cultural & Linguistic Resources

Various C&L tools and resources are available to providers, such as the C&L Toolkit for Serving Diverse Populations. Order them through the Online Tool Order Form: <https://external.lacare.org/HealthForm/>

To receive more information about the L.A. Care's Cultural & Linguistic services, email us at CulturalandLinguisticServices@lacare.org

