

Exhibit A, Attachment 13, Provision 2

2. Member Services Staff

A. Contractor shall maintain the level of knowledgeable and trained staff sufficient to provide Covered Services to Members and all other services covered under this Contract.

B. Contractor shall ensure Member Services staff are trained on all contractually required Member service functions including, policies, procedures, and scope of benefits of this Contract.

C. Contractor shall ensure that Member Services staff provides necessary support to Members with chronic conditions (such as asthma, diabetes, congestive heart failure) and disabilities, including assisting Members with complaint and grievance resolution, access barriers, and disability issues, and referral to appropriate clinical services staff.

Exhibit A, Attachment 4, Provision 7, sub provision F

F. The processes and procedures designed to ensure that all Medically Necessary Covered Services are available and accessible to all Members regardless of race, color, national origin, creed, ancestry, religion, language, age, gender, marital status, sexual orientation, health status, or disability, and that all Covered Services are provided in a culturally and linguistically appropriate manner.

Exhibit A, Attachment 6, Provision 11

11. Ethnic and Cultural Composition

Contractor shall ensure, to the extent possible, that the composition of Contractor's provider network meets the ethnic, cultural, and linguistic needs of Contractor's Members on a continuous basis.

Exhibit A, Attachment 9, Provision 12, 13

12. Cultural and Linguistic Services Program

Contractor shall have a Cultural and Linguistic Services Program that monitors, evaluates, and takes effective action to address any needed improvement in the delivery of culturally and linguistically appropriate

services. Contractor shall review and update their cultural and linguistic services consistent with the requirements stipulated below.

A. Written Description Contractor shall implement and maintain a written description of its Cultural and Linguistic Services Program, which shall include at minimum the following:

1) An organizational commitment to deliver culturally and linguistically appropriate health care services.

2) Goals and objectives.

3) A timetable for implementation and accomplishment of the goals and objectives.

4) An organizational chart showing the key staff persons with overall responsibility for cultural and linguistic services and activities. A narrative shall explain the chart and describe the oversight and direction to the Community Advisory Committee, provisions for support staff, and reporting relationships. Qualifications of staff, including appropriate education, experience and training shall also be described. 5) Standards and Performance requirements for the delivery of culturally and linguistically appropriate health care services.

B. Linguistic Capability of Employees

Contractor shall assess, identify and track the linguistic capability of interpreters or bilingual employees and contracted staff (clinical and non-clinical).

C. Group Needs Assessment (GNA) Contractor shall ensure that the Health Education, Cultural and Linguistic Group Needs Assessment, as described in Exhibit A, Attachment 10, Provision 7, Paragraph A.3) includes identification of the cultural and linguistic needs of members. Contractor shall demonstrate, upon request by the State, how the GNA findings and conclusions are utilized by the plan to provide contractually required cultural and linguistic services for members.

D. Cultural Competency Training Contractor shall provide cultural competency, sensitivity, or diversity training for staff, providers and subcontractors at key points of contact. Contractor shall provide orientation and training on cultural competency to staff and providers serving Medi-Cal

Members. The training objectives shall include teaching participants an enhanced awareness of cultural competency imperatives and issues related to improving access and quality of care for Medi-Cal Members. The orientation program will provide a forum for staff and providers to reflect on their own cultures and values and how they relate to delivery of services to those with differing beliefs and practices.

E. Program Implementation and Evaluation Contractor shall develop and implement policies and procedures for assessing the performance of individuals who provide linguistic services as well as for overall monitoring and evaluation of the Cultural and Linguistic Services Program.

13. Linguistic Services

A. Contractor shall ensure equal access to health care services for its Members without regards to a Member's proficiency in the English language. Contractor will provide interpreter services adequate to communicate the medical, social, and psychological issues of its Members when necessary.

B. Contractor shall ensure that all monolingual, non-English-speaking, or limited English proficient (LEP) Medi-Cal beneficiaries receive 24-hour oral interpreter services at all key points of contact, as defined in paragraph E of this provision, either through interpreters or telephone language services.

C. Contractor shall provide, at minimum, the following linguistic services at no cost to Medi-Cal Members:

1) Oral Interpreters, signers, or bilingual providers and provider staff at all key points of contact. These services shall be provided to all Medi-Cal beneficiaries and not limited to those that speak the threshold or concentration standards languages.

2) Fully translated written informing materials, including but not limited to the Member Services Guide, enrollee information, welcome packets, marketing information, if applicable, and form letters including notice of action letters and grievance acknowledgement and resolution letters. Contractor shall provide translated written informing materials to all monolingual or LEP Members that speak the identified threshold or concentration standard languages. The threshold or concentration languages are identified by DHCS within the Contractor's Service Area, and by the Contractor in its group needs assessment.