



State of California—Health and Human Services Agency  
Department of Health Care Services



EDMUND G. BROWN JR.  
Governor

May 18, 2018

TO: ALL COUNTY WELFARE DIRECTORS Letter No.: 18-07  
ALL COUNTY ADMINISTRATIVE OFFICERS  
ALL COUNTY MEDI-CAL PROGRAM SPECIALISTS/LIAISONS  
ALL COUNTY HEALTH EXECUTIVES  
ALL COUNTY MENTAL HEALTH DIRECTORS  
ALL COUNTY MEDS LIAISONS  
ALL CONSORTIA/SAWS PROJECT MANAGERS

SUBJECT: Update Statewide Automated Welfare System Portals to Post Language Access Service Messaging for Limited-English and Non-English Proficient Individuals (Reference: All County Welfare Directors Letter 17-23)

The purpose of this All County Welfare Directors Letter (ACWDL) is to advise counties and the Statewide Automated Welfare System (SAWS) of recent United States Department of Health and Human Services' (HHS) guidance requiring language access taglines that notify applicants and beneficiaries of the availability of free language services for all Medicaid applications, including the SAWS application portals.

## Background

The federal HHS issued the [Final Rule](#) implementing the prohibition of discrimination under Section 1557 of the Affordable Care Act (ACA) of 2010). The purpose of the Final Rule, *Nondiscrimination in Health Programs and Activities*, helps to advance equity and reduce health disparities by protecting some of the populations that have been most vulnerable to discrimination in the health care context. One of the requirements of the final rule, *Nondiscrimination in Health Programs and Activities* Section 1557 of the ACA of 2010 requires Covered Entities to take reasonable steps to provide essential access to limited English proficient individuals.

The Department of Health Care Services (DHCS) and California Department of Social Services (CDSS) collaborated in updating the CDSS Notice of Language Services, GEN 1365, to meet these new Section 1557 tagline language requirements. Please refer to [ACWDL 17-23](#) for more information.

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### **Updating SAWS Portals to Comply with Section 1557**

Additionally, DHCS and CDSS collaborated to develop a language access tagline for the SAWS application portals to comply with the requirements of Section 1557. SAWS shall make programming updates to the three SAWS application portals: [YourBenefitsNow!;](#) [C4Yourself.com](#); and [Mybenefitscalwin.org](#) to add the following language access tagline:

*If you need help in your language, call your local county office.  
You have the right to ask for help in your own language. There is no cost for this help.*

DHCS will publish a Medi-Cal Eligibility Division Information Letter (MEDIL) with the language access taglines in all threshold languages for SAWS programming. Once DHCS publishes the MEDIL, SAWS must program the language access tagline in the threshold languages to the respective application portals within the next available release.

If you have any questions, or require additional information, please contact Liliana Diaz at (916) 341-3968 by email at [Liliana.diaz@dhcs.ca.gov](mailto:Liliana.diaz@dhcs.ca.gov).

Original Signed By

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Medi-Cal Eligibility Division