



# LEP Services

Language Needs, Resources, and Best Practices  
for Serving Medicaid Members with Limited English Proficiency (LEP)

# Objectives

- Understand the language needs of Medica's Medicaid members
- Understand resources available to assist providers working with Medicaid members with limited English proficiency (LEP)
- Understand some best practices for working with interpreters and members with LEP

# Medica Medicaid Products

- Medica offers Medicaid (Medical Assistance) plans for Minnesota residents of all ages and abilities
- The majority of Medica Medicaid members report English as their primary language; however, the Medicaid population in Minnesota is becoming more diverse

Eligible Ages	Minnesota Health Care Program Name	Medica Product Name
0-64 years	Prepaid Medical Assistance Program (PMAP)	Medica ChoiceCare PMAP
0-64 years	MinnesotaCare	Medica MinnesotaCare
18-64 years with a certified disability	Special Needs BasicCare (SNBC)	Medica AccessAbility Solution®
18-64 years with a certified disability & Medicare	Special Needs BasicCare with Medicare (SNBC SNP)	Medica AccessAbility Solution® Enhanced
Age 65 and older	Minnesota Senior Care Plus (MSC+)	Medica Choice Care MSC+
Age 65 and older with Medicare	Minnesota Senior Health Options (MSHO)	Medica DUAL Solution

# Languages Spoken (non-English): Minnesota

Language	Share of Physicians who Communicate in this Language*	Share of Households with this as the Primary Language Spoken at Home**
Spanish	8.0%	5.1%
French	1.9%	0.1%
Arabic	1.4%	0.3%
Russian	0.7%	0.3%
Vietnamese	0.3%	0.5%
Somali	0.3%	2.0%
Hmong	0.2%	2.4%
Amharic	0.2%	0.2%
Oromo	0.1%	0.2%
Lao	0.0%	0.2%
Karen	0.0%	N/A
Other	8.2%	

\*Source: Minnesota Department of Health, Office of Rural Health and Primary Care Physician Workforce Survey, 2018. N=21,034. Responses are from the question: "Other than English, what languages do you speak in your practice?" Commonly spoken "Other" languages include Chinese, German, Hindi, Korean and Urdu. Report available at <https://www.health.state.mn.us/data/workforce/phy/docs/cbphys.pdf>.

\*\*Source: United States Census American FactFinder tool: <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=bkmk>

# Languages Spoken: Medica Medicaid Members & Physicians

## Members' Primary Language:\*

Language	Count	Percent
English	25,306	95.3%
Russian	241	0.91%
Somali	231	0.87%
Spanish	170	0.64%
Hmong	169	0.64%
Vietnamese	71	0.27%
Cambodian	33	0.12%
Laotian	33	0.12%
Oromiffa	30	0.11%
Arabic	27	0.10%

## Non-English Languages Spoken by Physicians:

Language	Count	Percent
Spanish	1,338	7.96%
Hindi	493	2.93%
French	299	1.78%
Arabic	288	1.71%
German	224	1.33%
Urdu	207	1.23%
Russian	140	0.83%
Chinese	139	0.83%
Tamil	83	0.49%
Mandarin	82	0.49%

\*Data reflects members enrolled in MSHO, MSC+, SNBC and SNBC SNP as of April 1, 2022

# Language Services Resources

MN Department of Human Services (DHS) requires Medicaid providers to offer:

- Sign language interpreter services
- Spoken language interpreter services

Providers may use Medica's interpreter services when working with a Medica Medicaid member (see slides 6 – 7 for details)

Medica's **Limited English Proficiency (LEP) Plan** identifies how Medica ensures members with LEP can access the services they need

- Find the LEP Plan at: [Medica.com-> Find Care-> Search Plans-> Select Plan Name-> Resources-> Limited English proficiency \(LEP\) plan](#)
- Providers can call Medica's LEP Liaison at 1-866-269-6811 or email [LEP@medica.com](mailto:LEP@medica.com)

Additional Resources:

- "I need an interpreter" cards available on the DHS website (linked on the Medica LEP plan resource)
- Cultural Competency Training available at: [Medica.com-> For Providers -> View Trainings](#)
- Providers can contact the MN DHS translation coordinator at [dhs.translation@state.mn.us](mailto:dhs.translation@state.mn.us)



# Accessing Medica's Telephonic Interpreter Services

- Medica contracts with **TransPerfect** to provide telephonic translation services to Medica Medicaid members
- TransPerfect offers translation services for over 200 languages

Have the following information ready before placing a call to TransPerfect:

- Customer Name: Medica
- Customer Number: 8432391
- Customer PIN: 9249



Step	Action
1	Call the toll free number: 1-855-886-2901
2	Once connected, TransPerfect's Voice Response System will prompt you to speak or enter the customer number followed by the four digit PIN.
3	The Voice Response System will ask you to request a language. Say the language name or spell the first three letters of the language name using your telephone key pad.
4	Once the needed information is collected and confirmed you will then be connected directly to a qualified interpreter. <b>Note:</b> Record the interpreter name and number for your records.
5	If you experience any issues while on the call please call TransPerfect's Customer Service Department (1-855-866-2909), they are open around the clock every day of the year.

Email the details of any quality or technical issues even if you didn't contact TransPerfect to Medica at: [ProviderOversight@Medica.com](mailto:ProviderOversight@Medica.com)

# Accessing Medica's Face-to-Face Interpreter Services

- Medica also contracts with several agencies to provide face-to-face interpreter services for Medicaid members, including American Sign Language (ASL) interpreters
- To schedule an in-person interpreter through Medica, either:
  - Call Medica's Member Services at:
    - 1-800-373-8335 (for PMAP and MinnesotaCare members); or
    - 1-888-347-3630 (for MSHO, MSC+ and SNBC members)
  - Call one of the agencies listed in the table
- When calling either of the above, tell them you are calling to schedule a face-to-face interpreter for a visit with a Medica Medicaid member
- You will need to provide information about the member (full member name, DOB, member ID#) and the visit (date, time, location and language needed)

Contracted Interpreters	Contact Information
ASL Interpreting Services <b>Note:</b> Use this agency if a sign language interpreter is needed	763-478-8963 1-866-ASL (275)-DEAF (3323)
Intelligere Solutions	952-920-6160 877-859-8800
Intercultural Mutual Assistance Association (IMAA)	507-289-5960, ext. 107
Kim Tong Translation Services	651-252-3200, ext. 2001 1-800-408-2431
The Bridge World Language Center	320-259-9239, ext. 2040 800-835-6870
West Central Interpreting Services	320-235-0165



# Provisioning Language Services: Best Practices

## How to interact with interpreter:

- Prepare for the conversation
  - Explain details before conversation begins if necessary
- Provide specific instructions
  - Recognize that the interpreter is only present to ensure an understanding between you and the member

## How to interact with member:

- Use a clear voice and clear language
- Speak directly to the member
- Be prepared to clarify information and answer questions
- Interpreters are trained to ensure communication is smooth

