



PHARMACY UPDATE

August 30, 2018

UPDATE #18-010

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This update applies to:

Retail Pharmacies
Home Infusion Pharmacies
I/T/U Pharmacies
LTC Pharmacies

State:

☒ California

Lines of business:

☒ Commercial
☒ Cal MediConnect
☒ Medicare Advantage

Cultural Competency Training and Linguistic Interpreter Services Reminder

Health Net offers our contracted pharmacies access to telephonic interpreter services to support Health Net members at no cost. Our services include:

- More than 150 languages
- Qualified interpreters trained in healthcare terminology and a wide range of interpreting protocols and ethics; and
- Support to address common communication challenges across cultures.

To request interpreter services, call the appropriate number below. **Required information: Health Net member's name and Health Net ID number.**

MEMBER INQUIRIES:

Refer all member inquiries to the appropriate Customer Service phone number listed on the back of their Health Net ID card.

| Line of Business | Telephone Number | Days and Hours |
|--|--|---|
| CA Commercial Group | 1-800-522-0088 | Monday through Friday, 8:00 a.m. to 6:00 p.m. |
| CA Commercial Individual and Family plans, on and off Exchange | 1-888-926-4988 | Monday through Friday, 8:00 a.m. to 8:00 p.m. |
| All CA Commercial (after hours) | 1-800-546-4570 | 7 days a week, 6:00 p.m. to 8:00 a.m. |
| Cal MediConnect | Los Angeles: 1-885-464-3571 San Diego: 1-855-464-3572 | Monday through Friday, 8:00 a.m. to 8:00 p.m. |
| CA Medicare | 1-800-275-4737 | Monday through Friday, 8:00 a.m. to 8:00 p.m. |

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CULTURAL AND LINGUISTIC APPROPRIATENESS:

Health Net provides the following to comply with mandated cultural and linguistic appropriateness standards:

- Oral language services that include answering questions and providing assistance in any non-English language; and
- A Non-Discrimination Statement and a statement with some notices in 16 languages that indicates how to access language services in any non-English language.

THE PHARMACY'S RESPONSIBILITIES:

Health Net's contracted pharmacies may use Health Net's interpreter services to provide interpreters at no cost to members who require or request them. Pharmacies must ensure that language services meet established requirements as follows:

- Do not subject limited-English proficient (LEP) members to unreasonable delays in delivery of services;
- Do not ask, encourage or require LEP members to use family or friends as interpreters (use of minors is prohibited **unless an emergency condition is met – see below**);
- Provide interpreter services at no cost to LEP members;
- Extend the same participation opportunities in programs and activities to all members regardless of language preference;
- Provide interpreter services to LEP members that are as effective as those provided to others; and
- Record in member's medical record any language needs, and request or refusal of interpreter services.

Pharmacies are prohibited from:

- Requesting or requiring a member with LEP to provide his or her own interpreter;
 - Relying on other than qualified bilingual/multilingual staff to communicate with LEP members; and
 - Relying on a minor or adult accompanying an LEP member to interpret or facilitate communication, **except in an emergency condition:**
 - ❖ ***If there is an imminent threat to the safety or welfare of the LEP member or the public***, where there is no qualified interpreter immediately available, then a minor or adult accompanying the LEP member may be used as an interpreter.
 - ❖ ***If an LEP member specifically requests an accompanying adult interpret***, and that *adult* agrees to provide such assistance, and reliance on that *adult* for such assistance is appropriate under the circumstances, then that accompanying *adult* may be used to interpret or facilitate communication. **Minors cannot be used at the patient's request for such assistance.**
- Pharmacies are encouraged to document in the member's medical record the circumstances that resulted in using a minor or adult as an interpreter.

CULTURAL COMPETENCY PHARMACY TRAINING:

Health Net requires contracted pharmacies to offer services in a culturally and linguistically sensitive manner. All Health Net contracted pharmacies are encouraged to take cultural competency training. The training is free. To help pharmacies meet this requirement, Health Net offers online training at www.healthnet.com > Provider > Pharmacy Information > Pharmacist Resource Center.

All contracted pharmacy staff working with Health Net Cal MediConnect members should take this training, which may be downloaded and distributed.

ADDITIONAL INFORMATION ABOUT THIS PROCESS:

Pharmacies who would like more information about cross-cultural communication and health literacy may contact Health Net's Cultural and Linguistic Services Department by email at Cultural.and.Linguistic.Services@healthnet.com, or by telephone at 1-800-977-6750. Please use this contact information only to inquire about this process. Do not use this email or phone number to request interpreters.