

Language Assistance for Health Care Consumers

- ▶ 7.2% of HMO enrollees speak no English at home - 9.2% have limited English proficiency (LEP).
- ▶ Top languages of HMO members, as reported by health plans, are Spanish and Chinese.
- ▶ To arrange for an interpreter, tell your doctor or health plan when you make an appointment.
- ▶ Health plans are responsible for providing qualified interpretation services in a timely manner, at no cost, and at all points of contact.
- ▶ If a consumer has a problem getting an interpreter, they should call the DMHC Help Center at 1-888-466-2219, or file a complaint at www.healthhelp.ca.gov.