



Language Access Plan

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Introduction

As part of ensuring meaningful access to programs and services, the California Health and Human Services Agency (CalHHS) adopted a Language Access Policy on May 22, 2023. This Policy requires each CalHHS department or office to develop a Language Access Plan. The purpose of these plans is to guarantee that CalHHS and its departments and offices provide meaningful access to information, programs, benefits, and services to people with limited English proficiency (LEP), ensuring that language is not a barrier to vital health and social services.

A revised [Policy](#) was issued on October 17, 2025.

The Department of Managed Health Care (DMHC) has updated its Language Access Plan (LAP or Plan) in compliance with policy revisions. In developing this LAP, we have reviewed our programs and services for the public, the ways we communicate with members of the public and the people we serve, and how we currently provide information and services in languages other than English.

Department Programs and Services

The mission of the DMHC is to ensure health plan members have access to equitable, high-quality, timely, and affordable health care within a stable health care delivery system.

The programs and services the DMHC provides to the public through the Help Center include:

- Educating health plan members about their health care rights.
- Helping members understand their coverage.
- Assisting in getting timely access to appropriate health care services.
- Resolving member complaints against their health plan.

Language Access Requirements

In planning for how to provide meaningful language access, DMHC used the Five Factor Analysis¹ review for each of our programs:

1. Demographics of LEP persons eligible to be served or likely to be encountered by the program or service.
2. Frequency with which LEP individuals come into contact with the program.
3. Nature and importance of the program, activity, or service.
4. Significance of communication to an individual's ability to access or be served by the program or activity; and
5. Resources available to the DMHC and costs of language services.

The specific requirements in the CalHHS Language Access Policy and any other program-specific laws or requirements have also been considered.

The DMHC has determined there are no additional policy or legal provisions for language access over and above the requirements set by the Dymally-Alatorre Bilingual Act.

Providing Notice to People with LEP and Identifying Language Preference

This section includes how the DMHC will notify the public about available language access services. Below is a check list of tools the DMHC may use to notify the public of these services.

- Translated notices in public waiting areas in the following languages:
 - Spanish, Chinese, Korean, Vietnamese and Tagalog.
- Translated taglines on English language forms.
- Translated taglines on the DMHC website.
- Call Center interactive voice response system prompts and recordings in the following languages:
 - Spanish, Chinese, Korean, Vietnamese and Tagalog.

The DMHC identifies and documents a member's language preference upon contact with the DMHC Help Center. Public facing call center employees ask for and document language preference during the intake. If the member provides their language preference, this information is stored in the Help Center's Customer Relationship Management (CRM) system.

Language Services

This section includes the actions the DMHC Help Center will take to provide information and services in languages other than English.

Direct In-Language Communication

Any LEP members who contact the DMHC Help Center and require language assistance can be transferred to a DMHC employee who is certified in the needed language. If the Help Center does not have staff certified in the requested language, the DMHC will utilize language interpretation services (see the Interpretation section below for the alternative option).

DMHC's process for testing and certification of bilingual employees is in compliance with the requirements in CalHR Manual Section 1003.

Interpretation

The DMHC uses a third-party vendor for telephonic, or other remote spoken and sign language interpretation services when a certified bilingual DMHC employee is not

available. When an LEP consumer contacts the DMHC over the telephone, the public facing employee will connect to the third-party vendor for direct interpretation services.

Translation

In addition to the five-factor analysis, the DMHC utilizes the definition for vital documents provided by CalHHS Language Access Policy “vital to program access and include outreach materials explaining the availability of services; program application; notices regarding eligibility or benefits; notices about participant rights and responsibilities; information about the availability of free language assistance services; critical information regarding a declared state of emergency; and hearing notices.” Through its interpretation of the language, the DMHC adopts the following principles in determining vital documents for LEP persons:

- Outreach materials regarding legal rights and obligations.
- Information regarding language access services.
- Language access complaint forms and procedures.
- Written notices of rights and responsibilities.
- Letters requiring a LEP person to respond.

The DMHC has reviewed all documents provided to the public to assist in accessing DMHC services or notice of consumer’s rights. It was determined that the vital documents needing translation were, “Independent Medical Review (IMR) Complaint Form”, “Authorized Assistant Form”, “Health Plan Assistance for Enrollees Impacted by Natural Disasters” and “Timely Access to Care Fact Sheet.” These documents assist the public in accessing the services provided by the DMHC.

The DMHC’s website contains information and services to assist consumers who have questions about access to their healthcare providers, concerns that they have been denied care, or if they desire to file a complaint. The website contains the following essential links:

- Common Questions
- Call the DMHC Help Center
- Submit an Online Complaint
- Your Health Care Rights
- Request for Public Records
- DMHC Reports
- Health Plan Dashboard

The DMHC plans to translate a description of its essential website content into the five threshold languages as identified by California Health and Human Services. The DMHC

will also utilize Google Translate with the disclaimer: "This Google™ translation feature is provided for informational purposes only. The Department of Managed Health Care is unable to guarantee the accuracy of this translation and is therefore not liable for any inaccurate information resulting from the translation application tool. Please consult with a translator for accuracy if you are relying on the translation or are using this site for official business. If you have any questions, please email us at EEO@dmhc.ca.gov."

When translating vital documents or essential website content, the resulting translations will be reviewed for accuracy and quality by a qualified human reviewer before finalization or reaching its intended audience.

The DMHC uses a third-party vendor for translation services. When an LEP consumer corresponds with the DMHC via mail or email, the public facing employee will contact the third-party vendor for translation services. EP consumers correspond with the DMHC via mail or email, the public facing employee then contacts the third-party vendor for translation services. Document translations will be provided in the five (5) languages required by the CalHHS Language Access Policy. These five (5) languages are: Spanish, Chinese, Tagalog, Vietnamese and Korean. Along with the five languages required, the vendor offers documentation translation services in all languages.

The DMHC is in the process of preparing videos with essential web content for those who communicate by American Sign Language (ASL).

Training Staff

This section includes information on how the Contact Center Branch staff within DMHC's Help Center are trained to provide language access services to the public. Employees go through a month-long classroom training course consisting of articles, quizzes, and practice calls. The training includes materials on how to assist LEP members by connecting to a third-party interpretation service as well as how and when to transfer a call to a certified bilingual employee. New employees also shadow experienced staff on calls during this training. The documentation referenced below identifies the initial and ongoing instruction on how to coordinate language access services.

Training Plan

Public Facing Employees

Language access training will be provided to all current public-facing employees annually. New staff hired into public contact positions will receive language access training within their first six (6) months of employment. Training topics will include:

- CalHHS Language Access Policy.
- How to identify a consumer's language preferences.
- Process and Procedures for providing language assistance services.

- How to work effectively with interpreters.
- How and where to document contact language preference in Spotlight System.
- How to connect a consumer with a translator

Non-Public Facing Employees

This section describes the DMHC’s plan for training employees who are not in public contact positions. The DMHC will provide a brief language access training to non-public facing employees within the first six months of employment and annually thereafter.

Training topics will include:

- CalHHS Language Access Policy.
- Developing public facing documents.
- Identifying vital documents as part of onboarding/new employee training; and
- Resources available for interpretation and translation.

Monitoring and Updating the Language Access Plan

The DMHC has monitored language access services and reviewed and updated this Language Access Plan. This information ensures that the DMHC is compliant with the CalHHS Language Access Policy and addresses processes and procedures being used to deliver meaningful language access to members of the public and recipients of services.

The DMHC created a monitoring process to ensure implementation of details included in the Language Access Plan. This process entails:

- Assessing training effectiveness
- Identification of training needs
- Assessing employee awareness of language access policies and procedures
- Assessing effectiveness of interpretation and translation services
- Data collection
 - Identifying amount and type of language services (interpreter services, sight translations) available to consumers by program.

Every two years, CalHHS will generate and update the list of minimum threshold languages for the translation of vital documents and essential web content. Consistent with CalHHS Policy, the DMHC Language Access Plan will continue to be reviewed, revised if necessary, and resubmitted to CalHHS every two years. Revisions will address any changes in the Title VI five-factor analysis; whether existing policies and procedures meet the needs of LEP individuals; whether staff is sufficiently trained; and whether identified resources for assistance are up-to-date, available, accessible, and viable.

Reevaluations will incorporate, as appropriate, new programs, new legal requirements, additional vital documents, and community input on the Language Access Plan.

Complaint Process

Members of the public or recipients of services should direct complaints regarding language access to:

Complaint Process Contact Name: EEO Office

Email: EEO@DMHC.CA.GOV

Members of the public may also submit a complaint by mail or phone.

To mail your complaint, please download, print and mail to
980 9th Street, Suite 500, Sacramento, CA 95814:

https://www.dmhc.ca.gov/Portals/0/Docs/OAS/dmhcLACF_english.pdf

The DMHC is committed to providing language access to the public. The DMHC takes language access complaints seriously and will promptly investigate any complaints. The DMHC can receive complaints in all languages from affected individuals, advocates and non-advocate third parties assisting individuals.

- Complaint resolution timeframe:
 - Confirm receipt within five business days
 - Contact complainant for investigation within 10 business days
 - Resolution within 30 business days unless otherwise explained in writing
 - Provide appeal process, as well as other avenues to file complaints, CA Civil Rights Department, federal agencies, etc.

Vital Document List

The following is a list of the DMHC's vital documents that were reviewed and updated on January 22, 2026. Included are the five languages required by the CalHHS Language Access Policy and any others identified as threshold languages pursuant to analyses under the Five Factor Analysis, Dymally-Alatorre, and any program-specific language access laws.

Program or Service Name	Form #	Form Name	Spanish	Chinese (traditional)	Chinese (simplified)	Tagalog	Vietnamese	Korean	Addtl. Languages
Help Center	APL 18-013	Independent Medical Review (IMR)/Complaint Form	✓	✓	✓	✓	✓	✓	Arabic Armenian Farsi Hindi Hmong Japanese Khmer Lao Punjabi Russian Thai
Help Center	DMHC 20-160	Authorized Assistant Form	✓	✓	✓	✓	✓	✓	Arabic Armenian Farsi Hindi Hmong Japanese Khmer Lao Punjabi Russian Thai
Director's Office	N/A	Health Plan Assistance for Enrollees Impacted by Natural Disasters	✓	✓	✓	✓	✓	✓	
Director's Office	N/A	Timely Access to Care Fact Sheet	✓	✓	✓	✓	✓	✓	

¹ (2CCR§14101)