

# Cultural Sensitivity

*The Health Net\* Cultural and Linguistic (C&L) Services Department provides language assistance, through interpreter and translation services, to support members' understanding of their health care benefits and services.*

The C&L Services Department has a number of internal processes to enhance services to Health Net's members who prefer a language other than English or who have alternate language needs, including:

- Tracking the interpretation requests from members.
- Monitoring population and membership language distribution for trends.
- Monitoring the availability of materials translated into threshold languages.
- Assessment of language capabilities of the existing provider network and recommendations to the Health Net Provider Network Management staff for network development.
- Review of translations of member materials, such as the Evidence of Coverage (EOC), provider directories, marketing materials, form letters, health reminders, member surveys, newsletters, and health education materials.
- Providing in-service trainings, workshops and educational opportunities to Health Net staff on the linguistic needs and cultural background of Health Net members.
- Supporting Health Net participating providers with information and material on the cultural background, linguistic needs and health care concerns of Health Net members.
- Gathering feedback from providers, the community and members using surveys and focus group studies on cultural and linguistic needs.
- Monitoring and tracking cultural or linguistic related member grievances to gain an understanding of issues.



Contact the C&L Services Department for more information at:

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