



PHARMACY UPDATE

August 6, 2019

UPDATE #19-014

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This update applies to:

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

State:

California

Line 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 through our Language Assistance Program (LAP) to support our members during business hours at no cost. (In-person interpreter services must be scheduled five days in advance.) Our services include:

- More than 150 languages, including American Sign Language (ASL), Pidgin Signed English (PSE), and Signed Exact English (SEE);
- Qualified interpreters trained in healthcare terminology and a range of interpreting protocols and ethics; and
- Support to address common communication challenges across cultures, and to assist members with their right to file a grievance.

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

PHARMACY INQUIRIES ONLY:

**Claims Processing/
Technical Support**

**Caremark
Claims Processing**

Commercial Pharmacy
Help Desk:
1-800-600-0180

*For optimal service,
this telephone number
is for pharmacy use
only.

MEMBER INQUIRIES:

Refer all member
inquiries to the
appropriate Member
Service phone number
listed on 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 6:00 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: 1-855-464-3571 San Diego: 1-855-464-3572 | Monday through Friday, 8:00 a.m. to 8:00 p.m. |
| CA Medicare | 1-800-275-4737 (HMO); 1-800-431-9007 (HMO SNP); 1-800-539-4072 (UC Employees) | Monday through Friday, 8:00 a.m. to 8:00 p.m. |

The recipient of this fax may make a request to opt out of receiving telemarketing fax transmissions from CVS Caremark in numerous ways: call the toll-free number at 877-265-2711; and/or fax the opt-out request to 401-652-0893, at any time, 24 hours a day, 7 days a week. You also may email an opt-out request to do_not_call@cvscaremark.com. An opt-out request is valid (1) if it identifies the number to which the request relates, and (2) if the person/entity making the request does not, subsequent to the request, provide express invitation or permission to CVS Caremark to send fax advertisements to such person/entity at that particular number. CVS Caremark is required by law to honor an opt-out request within 30 days of receipt. **An opt-out request will not opt you out of purely informational, non-advertisement, Caremark pharmacy communications such as new implementation notices, formulary changes, point-of sale issues, network enrollment forms, and amendments to the Provider Manual.**

Confidentiality Notice: This fax may contain confidential and protected health information (PHI) intended only for the use of the individual or entity named above. As such it is protected to the fullest extent of the law. If you are not the intended recipient, or the person responsible for delivering it to the intended recipient, you are hereby notified that you received it in error. Any review, dissemination, distribution, or copying of the information in this fax is strictly prohibited. If you received it in error, immediately notify the sender by phone or fax, and our Privacy Office at 888-218-7954, and destroy this fax and any attachments.

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, that accompanying ***adult*** may be used to interpret or facilitate communication. **Minors can't be used at 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 training for healthcare providers on www.healthnet.com:

Health Net requires contracted pharmacies to offer services in a culturally and linguistically sensitive manner. All contracted pharmacies are encouraged to take cultural competency training. The training is free. To help pharmacies meet this requirement, Health Net offers training online at www.healthnet.com > *Provider > Pharmacy Information > Pharmacist Resource Center > Cross Cultural Communication Training for Healthcare Providers (pdf)*. 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 want more information about cross-cultural communication and health literacy may contact our Cultural & Linguistic Services Department 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.