



State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

DATE: May 1, 2018

TO: ALL MEDI-CAL DENTAL MANAGED CARE PLANS

SUBJECT: **APL 18-008: LANGUAGE ACCESS SERVICES FOR LIMITED-ENGLISH PROFICIENT AND NON-ENGLISH PROFICIENT INDIVIDUALS**

The purpose of this All Plan Letter is to inform all Medi-Cal dental managed care (DMC) plans of the federal guidance provided by the United States Department of Health and Human Services' Office of Civil Rights regarding language access services for limited-English proficient (LEP) individuals that impact the Language Services Notices issued to Medi-Cal beneficiaries. Federal requirements have previously been outlined by the Department of Health Care Services (DHCS) in All County Welfare Directors' Letter 17-23 at <http://www.dhcs.ca.gov/services/medi-cal/eligibility/Documents/ACWDL/2017/17-23.pdf>.

For Sacramento County, Welfare and Institutions Code, Section 14029.91(b), specifies that DHCS shall determine when an LEP population meets the requirement for translation services using one of the following numeric thresholds:

- (1) A population group of at least 3,000 or five-percent (5%) of the beneficiary population, whichever is fewer, mandatory managed care Medi-Cal beneficiaries, residing in the service area, who indicate their primary language as other than English.
- (2) A population group of mandatorily enrolled managed care Medi-Cal beneficiaries, residing in the service area, who indicate their primary language as other than English, and that meet a concentration standard of 1,000 beneficiaries in a single Zip Code or 1,500 beneficiaries in two contiguous Zip Codes.

DMC plans must provide oral translation services to Medi-Cal Dental beneficiaries with LEP based on the numbers and percentages of persons who speak a language other than English in a specified geographic area.

DHCS updates threshold language data at least once every three fiscal years, to address potential changes to both numeric threshold and concentration standard languages.

If you have any questions regarding this letter, please contact DHCS at dmcdeliverables@dhcs.ca.gov.

Sincerely,

Original signed by:

Alani C. Jackson, MPA
Chief, Medi-Cal Dental Services Division
Department of Health Care Services