



A Public Entity

INLAND EMPIRE HEALTH PLAN



To: PCPs, OB/GYNs and Vision Providers
From: IEHP – Provider Relations
Date: June 10, 2016
Subject: **Provider Language Competency and Its Benefits**

On an annual basis, Inland Empire Health Plan (IEHP) evaluates all Spanish-speaking PCPs, OB/GYNs and Vision Practitioners for language competency. The evaluation consists of:

- a brief telephone audit conducted by an IEHP team member to demonstrate Spanish-speaking capabilities and documents who in the office speaks Spanish (Doctor/clinical staff/office staff/non-clinical staff)
- how many people speak Spanish and confirm that an answering machine or answering service has Spanish language options when office is closed.

By advising IEHP that your office has Spanish-speaking capability and passing the Provider Language Competency audit, your office is eligible for the assignment of Spanish-speaking Members in the case of PCPs or the direction of Spanish-speaking Members to your practices in the case of OB/GYN and Vision Providers.

The listing of your practice as Spanish-speaking is beneficial to your practice growth in IEHP's service region where Spanish is a threshold language and 1.2 million people in Riverside and San Bernardino Counties speak Spanish at home.

Please contact IEHP's Provider Relations Team today at (909) 890-2054 if your office has Spanish-speaking capabilities so your office can be audited and listed as Spanish-speaking in our directories.