



Inland Empire Health Plan



**To:** PCPs, OB/GYNs, and Vision Providers  
**From:** IEHP – Provider Relations  
**Date:** October 4, 2017  
**Subject:** **Provider Language Competency and Its Benefits**

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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); and
- how many people speak Spanish and confirm that an answering machine or answering service has Spanish language options when the 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's growth in IEHP's service region where Spanish is a threshold language and 1.3 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.