



LANGUAGE AND DISABILITY ACCESS

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Agenda

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- ❑ DMAS Mission
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 - Five Current Strategic Initiatives for L&D Access
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Introduction

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DMAS Mission

- The mission of the Virginia Department of Medical Assistance Services (DMAS) is improving the health and well-being of Virginians through **access** to high-quality health care coverage



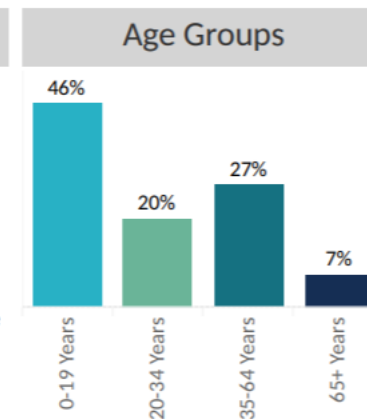
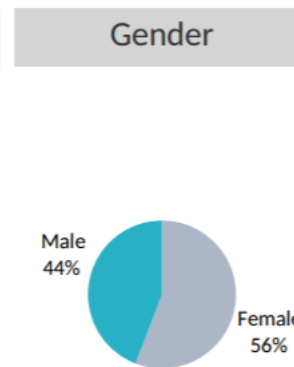
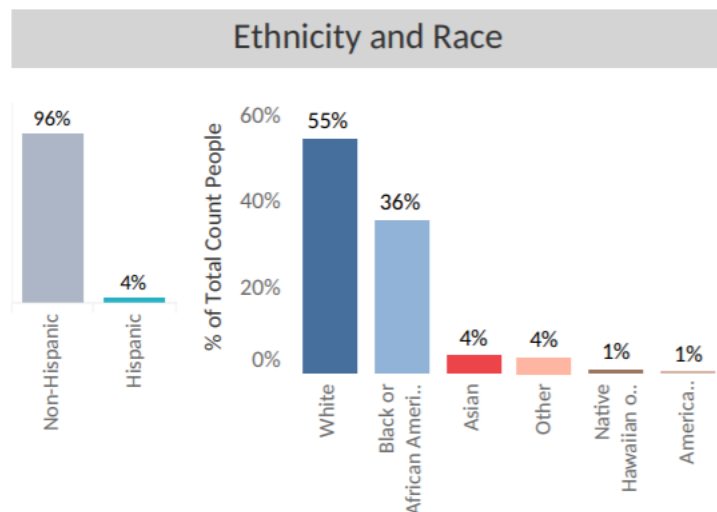
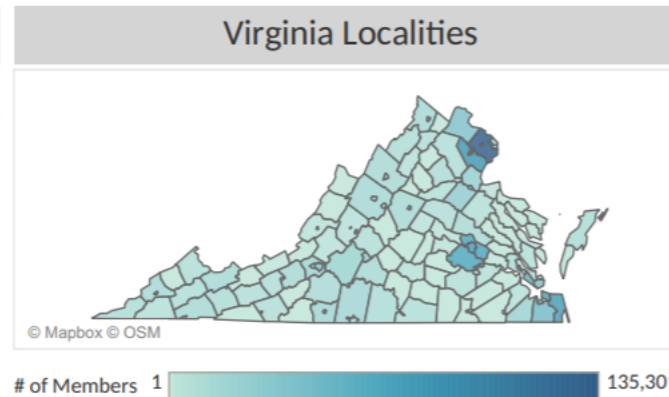
DMAS Diverse Population

Virginia Medicaid and FAMIS Enrollment

Report Period
11/15/2020

Member Eligibility Category
All

Eligibility Categories	
Grand Total	1,721,876
Children	739,247
Adults	617,033
Persons with a Disability or Blindness	150,672
Limited Benefit Individuals	112,648
Aged (65 or older)	80,088
Pregnant Women	22,188



<https://www.dmas.virginia.gov/#/enrollmentdashboard>

DMAS Diverse Population

Limited English proficiency (LEP)



- **5%** of Medicaid enrollees (**80,846** members) have **self-declared** themselves as LEP.

DMAS Language	DMAS Count	Medicaid Population	% of Medicaid Population
Spanish	62,749	1,607,088	3.9
Arabic	3,465	1,607,088	0.2
Vietnamese	1,803	1,607,088	0.1

Data report pulled on 06/2020

DMAS Diverse Population

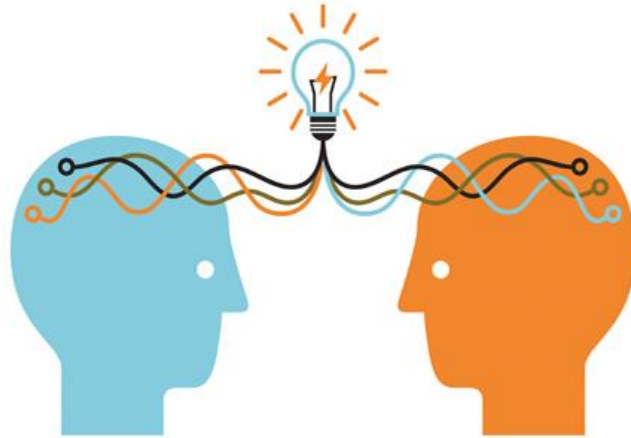
Commonwealth Coordinated Care (CCC) Plus Populations



- There are approximately **240,000*** complex care Medicaid individuals

*See Commonwealth Coordinated Care Plus Presentation (Year 2020), available at [http://dmas.virginia.gov/files/links/3786/6.5.19%20\(6\)%20-%20CCC+.pdf](http://dmas.virginia.gov/files/links/3786/6.5.19%20(6)%20-%20CCC+.pdf)

Providing Meaningful Access



- DMAS is responsible for ensuring that **limited English proficiency (LEP)** and **disabled individuals** have **meaningful access** to all **Medicaid** programs and services **in compliance with the Federal and state requirements** that prohibit discrimination on the basis of race, color, national origin, sex, age, disability, religion, or political beliefs.

Federal and State Law

Prohibition to discriminate in HHS funded health programs or activities



Title VI

of the Civil Rights Act of 1964 prohibits discrimination on the basis of national origin



Executive Orders

Federal - 13166

Recipients of federal funding must take reasonable steps to provide access to LEP population.

State - EO 5 (10/15/19)

Access to affordable, quality health care coverage



ADA Title II

regulations require state and local government to provide appropriate auxiliary aids and services where necessary to ensure effective communication with individuals with disabilities



Affordable Care Act Section 1557

Covered entities shall take reasonable steps to ensure meaningful access to its programs or activities by limited English proficient individuals. 45 CFR 92.101.

Federal and State Law



COMMONWEALTH of VIRGINIA

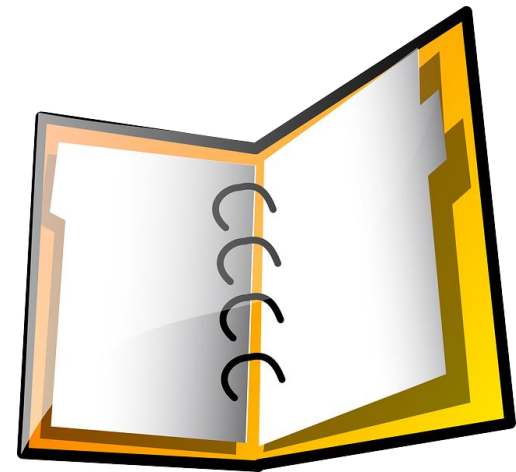
Executive Directive Five (2019) “Access to Affordable, Quality Health Care Coverage”*

- Governor Northam directed the Secretary of Health and Human Resources to require agencies to develop **“a publicly-available Language Access Plan to regularly assess compliance with accessibility and usability of services, regardless of reading level, limited English proficiency, or disability”**.

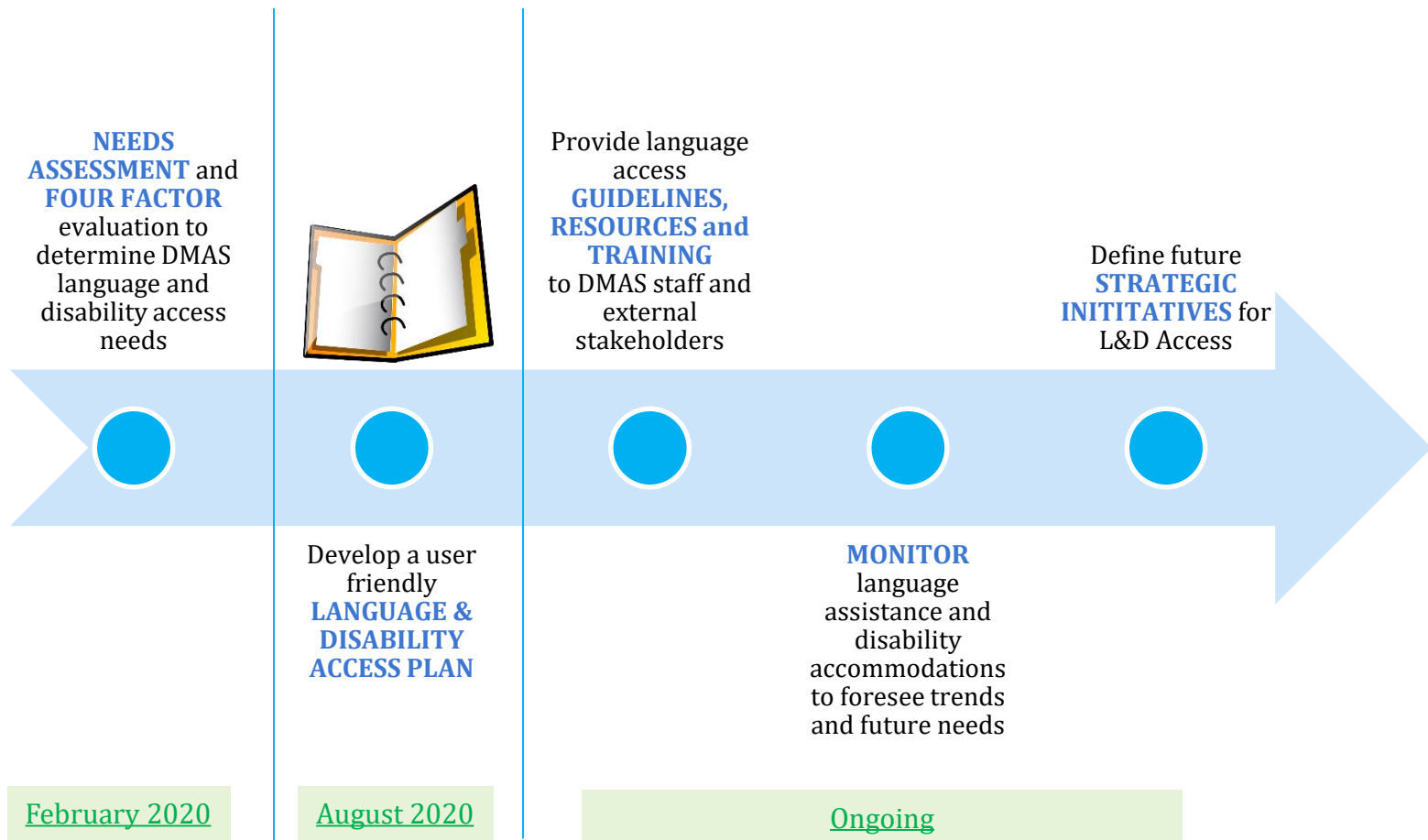
*See Governor Northam’s Executive Directive Five: Access to Affordable, Quality Health Care Coverage, available at: <https://www.governor.virginia.gov/media/governorvirginiagov/executive-actions/ED-5-Access-to-Affordable-Quality-Health-Care-Coverage.pdf>.

Language & Disability Access Plan

- Plan's goal:
to ensure DMAS communicates effectively with limited English proficient (LEP) individuals and people with disabilities.



Language & Disability Access Plan Timeline



Language & Disability Access Plan

DMAS Needs Assessment Evaluation

- Performed by conducting individual 30-60 minute one-on-one meetings with DMAS division directors
- The purpose:
 - To research all language and disability access initiatives at that time and
 - To collect all feedback necessary to document and implement the Plan.



Language & Disability Access Plan

DMAS Four Factor Analysis

- Demographics
- Frequency of contact
- Nature of the program and services
- Availability of resources and costs

Language & Disability Access Plan

Writing of the Plan Draft*

- The Plan comprises the following main sections:
 1. **Scope**
 2. **Dissemination and Plan Revisions**
 3. **Four-Factor Analysis and DMAS Needs Assessment**
 4. **Language and Disability Access Compliance Standards for DMAS, Contractors, Sister Agencies and Providers**
 5. **Strategic Initiatives for L&D Access**

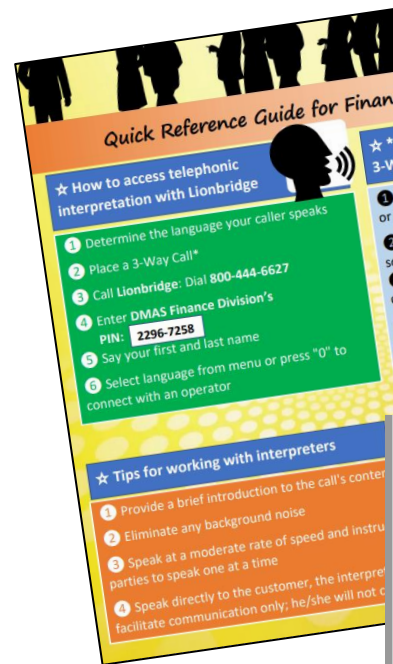


*Plan is still in draft form right now and should be published by early 2021.

Language & Disability Access Plan

DMAS Language and Disability Access Compliance Standards

- Defined guidelines, resources and training for:
 - DMAS staff
 - Contractors, Sister Agencies and Providers
- Explain how to provide L&D access with:
 - Phone/Face-to-Face communications
 - Paper written communications
 - Digital communications



LANGUAGE ASSISTANCE SERVICES TO THE LEP AND THE DEAF AND HARD OF HEARING

POLICY:

DMAS will take appropriate steps to ensure that LEP individuals and the deaf and hard of hearing have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including Medicaid eligibility notices, coverage and services renewals, etc. All necessary language assistance services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with LEP and the deaf and hard of hearing will be trained in effective communication techniques, including the effective use of interpreters.

INTERPRETATION SERVICES

Do you speak [language]? We will provide an interpreter for you over the phone. There is no charge for this service.

Arabic العربية هل تتكلم اللغة العربية؟ سوف نقوم بترجمة لك مع مترجم على الهاتف. عند الحاجة مجانية.	Armenian Հայերեն "Կարձ արեւելի լեզու": "Կէ: Մեզ անկ անգլերէնով արձարեմք քեզ:"
Centonese 廣東話 你話廣東話嗎? 我們可以為你提供電話翻譯, 這服務是不收費的。	French français Parlez-vous français? Nous pouvons vous offrir les services d'un interprète au téléphone. Ce service est gratuit.
German Deutsch Sprechen Sie Deutsch? Wir stellen Ihnen telefonisch einen Dolmetscher zur Verfügung. Dieser Service ist kostenlos.	Hindi हिन्दी क्या आप हिन्दी बोलते हैं? हम आपको फोन पर एक हिन्दी बोलने वाले व्यक्ति (एडिटर) के द्वारा सहायता प्रदान कर सकते हैं।
Hmong Hmoob Koj qauj nraiv los Hmoob? Pab muaj tsej tshaj lus rauv xov tooj rau koj. Obov tshaj lus no yaj tshaj lus dawv rau koj xiv.	Italian italiano Parlate italiano? Un interprete da noi fornito vi assistera durante la telefonata. Il servizio e' gratuito.
Japanese 日本語 日本語を話せますか? 電話通話中に通訳サービスを提供いたします。	Korean 한국어 한국어를 말할 수 있습니까? 전화 통화 중에 통역 서비스를 제공합니다.

Language & Disability Access Plan

DMAS Language and Disability Access Compliance Standards

- **Phone/Face-to-Face communications:**
 - Availability of phone interpreting services
 - Availability of on-site interpretation including sign language
 - Phone menu options where callers can choose to be helped in Spanish if needed
 - Posters and signs informing about the availability of language and auxiliary aids services
 - Availability of qualified Spanish Bilingual staff
 - Availability of language cards to identify spoken language
 - Teletype (TTY) contact numbers for individuals who are hearing impaired or deaf



INTERPRETATION SERVICES  **Llonbridge**

Do you speak [language]? We will provide an interpreter for you over the phone. There is no charge for this service.

Arabic العربية هل تتكلم اللغة العربية؟ سوف نوفر لكم مترجم على الهاتف. هذه خدمة مجانية.	Armenian Հայերեն Կարձ հայերեն խոսո՞ւմ ե՞ք: Այո՞՛ւմ ձեզ կհասկանանք թարգմանիչ:
Cantonese 廣東話 你講廣東話嗎? 我們可以為你提供電話翻譯。這服務是不收費的。	French français Parlez-vous français? Nous pouvons vous offrir les services d'un interprète au téléphone. Ce service est gratuit.
German Deutsch Sprechen Sie Deutsch? Wir stellen Ihnen telefonisch einen Dolmetscher zur Verfügung. Dieser Service ist kostenlos.	Hindi हिन्दी क्या आप हिन्दी बोलते हैं? हम आपके लिये फोन पर दूरभाषीय(दूरदर्शित) वि. मुविधा प्रदान करेंगे। यह सेवा मुफ्त है।
Hmong Hmoob Koj puas hais lus Hmoob? Peb muaj lus txhais lus hauv xov toj rau koj. Qhov txhais lus no yog txhais pab dawb rau koj xwb.	Italian Italiano Parlate italiano? Un interprete da noi fornito vi assistera' durante la telefonata. Il servizio e' gratuito.

Language & Disability Access Plan

DMAS Language and Disability Access Compliance Standards

■ Paper written communications:

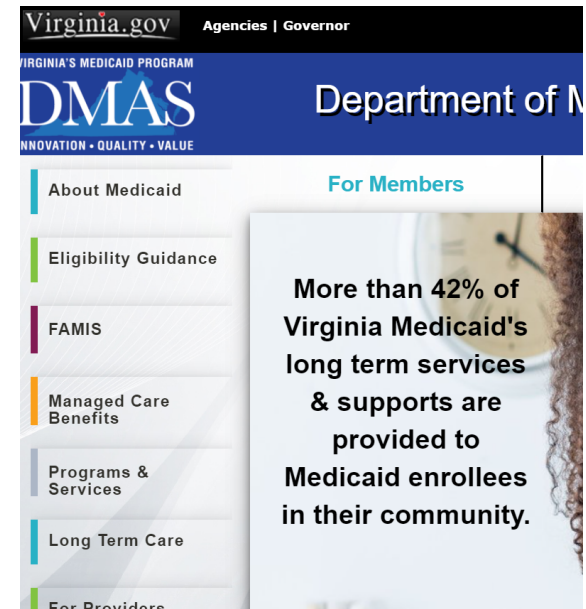
- Ability to fulfill document translation requests:
 - Spanish – in-house translator
 - Other languages
- Medicaid notices redesign
- Outreach materials in Spanish and in the most frequent languages
- Ability to fulfill alternative format requests for individuals with disabilities (Large print, Braille, etc.)
- Notices and language taglines informing individuals of the availability of language and auxiliary aids services and how to access them



Language & Disability Access Plan

DMAS Language and Disability Access Compliance Standards

- **Digital communications (Websites, systems, applications):**
 - Section 508 Compliance
 - All electronic communications must be accessible to people with disabilities
 - Webinars must include Closed Captions
 - Web pages must be accessible to screen readers
 - Accessible to people who speak other languages
 - Notices and language taglines informing individuals of the availability of language and auxiliary aids services and how to access them



Language & Disability Access Plan

Five Current Strategic Initiatives for L&D Access

1. Language and Disability Access Training

2. Accessibility, Quality Control, and Technology

3. Plan dissemination to internal staff and external stakeholders

4. Monitoring trends in the need of language access

5. Stakeholder Consultation

Language & Disability Access Plan

Five Current Strategic Initiatives for L&D Access

1. Language and Disability Access Training

Objective:

To develop language and disability access related training, as well as linguistic and cultural competency training, for agency staff to ensure effective communication with LEP and individuals with disabilities. DMAS qualified bilingual staff that currently provide language assistance services for the agency will be also trained on translation and interpretation best practices.

Initiatives:

- 1.2 Develop training courses.
- 1.3 Implement all training courses.
- 1.4 Complete training content biannual review.



Language & Disability Access Plan

Five Current Strategic Initiatives for L&D Access

2. Accessibility, Quality Control and Technology

Objective:

DMAS will institute procedures to assess the accessibility, accountability, quality of language assistance activities, and adoption of new technology to improve language and disability access

Initiatives:

- 2.1 Document the quality control plan.
- 2.2 Perform language skills assessment to all Spanish bilingual staff.
- 2.3 Distribute language and disability access survey.
- 2.4 Provide estimated costs and resources to current DMAS major translation initiatives.

Language & Disability Access Plan

Five Current Strategic Initiatives for L&D Access

3. Plan dissemination to internal staff and external stakeholders



Objective:

Establish methods for communicating to employees, external stakeholders, Medicaid members, and potential enrollees the availability of the Language and Disability Access Plan, its policies and procedures and related LEP and disability population trends.

Initiatives:

- 3.1 Document the Communication Plan.
- 3.2 Distribute the Plan to DMAS staff by email.
- 3.3 Print copies of the Plan.
- 3.4 Develop SharePoint Civil Rights Page.
- 3.5 Translate the Plan into Spanish.
- 3.6 Upload the Plan and its policies and procedures to DMAS website.
- 3.7 Develop Civil Rights brochure.
- 3.8 Translate Civil Rights brochure to top 17 languages in VA.

Language & Disability Access Plan

Five Current Strategic Initiatives for L&D Access

4. Monitoring trends in the need of language access

Objective:

To collect and update data by “language spoken/used”, and disability, in order to assess the effectiveness of the Medicaid program and services for LEP and disabled population served.

Initiatives:

4.1 Document the standard requirements for member language counts to ensure data accuracy

4.2, Implement the standard requirements for member language counts to ensure data accuracy



Language & Disability Access Plan

Five Current Strategic Initiatives for L&D Access

5. Stakeholder Consultation



Objective:

DMAS will consult with partners and stakeholders in identifying LEP and disabled population needs in order to assess and develop strategies on an ongoing basis to enhance language and disability access to Medicaid programs and services.

Initiatives:

- 5.1 Document the Community Partners Focus Group strategy and format.
- 5.2 Focus Group implementation.

Closing Remarks

Internal focus and external focus about equity

- By providing meaningful access we are ensuring everyone can equally obtain the care they need
- It is the law, but most importantly, ***it is the right thing to do.***



Questions?

