



# PHARMACY UPDATE

June 22, 2016

UPDATE #16-008

PAGE 1 OF 2

**This update applies to:**

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

**State:**

- Arizona
- California
- Oregon
- Washington

**Lines of business:**

- AZ Commercial & Medicaid
- CA Commercial, Medi-Cal & CalViva Health
- OR/WA Commercial
- Medicare Advantage

**MEMBER INQUIRIES:**

Refer all member inquiries to the appropriate Customer Service phone number listed on their Health Net ID card.

## Cultural and Linguistics Services

Health Net offers contracted pharmacies access to telephonic interpreter services, during business hours, at no cost, to support Health Net members. The following features include:

- Qualified interpreters trained on health care terminology and a wide range of interpreting protocols and ethics
- Support to address common communication challenges across cultures

This communication describes Health Net interpreter services and lists access information.

### INTERPRETER SERVICES INFORMATION

**Please use the toll free number on the back of the member's ID card to request interpreter services for a Health Net member. If you are unable to view the member's ID card, use the appropriate number below to coordinate interpreter services for a Health Net member.** The table also provides for information regarding telephonic interpreter services.

Line of Business	Telephone Number	Hours
AZ Commercial	1-800-289-2818	Monday through Friday, 7:00 a.m. and 6:00 p.m.
AZ Exchange	1-888-926-5075	Monday through Friday, 7:00 a.m. and 7:00 p.m.
AZ Medicaid	1-888-788-4408	24 hours a day, 7 days a week
AZ Medicare	1-800-977-7522	Monday through Friday, 8:00 a.m. to 5:00 p.m.
CA Commercial	1-800-522-0088	Monday through Friday, 8:00 a.m. to 6:00 p.m.
CA Exchange	1-888-926-4988	Monday through Friday, 8:00 a.m. to 8:00 p.m.
CA Commercial & CA Exchange After Hours	1-800-546-4570	7 days a week, 6:00 p.m. to 8:00 a.m.
CA Medicare	1-800-275-4737	Monday through Friday, 8:00 a.m. to 8:00 p.m.
CA Medi-Cal	1-800-675-6110	24 hours a day, 7 days a week Medi-Cal Member Services can arrange for interpreter support
CalViva Health	1-888-893-1569	24 hours a day, 7 days a week CalViva Medi-Cal Member Services can arrange for interpreter support
OR/WA Commercial	1-888-802-7001	Monday through Friday, 7:30 a.m. and 5:00 p.m.
OR/WA Medicare	1-888-445-8913	Monday through Friday, 8:00 a.m. to 8:00 p.m.

## **WHEN CALLING FOR INTERPRETER SERVICES, THE FOLLOWING INFORMATION IS REQUIRED:**

- Member Name
- Member Health Net ID number

## **CULTURAL AND LINGUISTICS APPROPRIATENESS**

Health Net provides the following in order to comply with mandated cultural and linguistic appropriateness standards:

- Oral language services that include answering questions and providing assistance in any non-English language
- A statement with some notices that indicates how to access the language services in any applicable non-English language

## **PHARMACY RESPONSIBILITIES**

Health Net contracted pharmacies may use Health Net's interpreter services to provide interpreters to members who require or request them. Pharmacies must ensure that language services meet the established requirements as follows:

- Ensure that limited-English proficient (LEP) members are not subject to unreasonable delays in the delivery of services
- Not require or encourage members to use family members or friends as interpreters. Health Net strongly discourages the use of minors as interpreters, unless used in an emergency situation
- Provide interpreter services at no cost to members
- Extend same participation opportunities in programs and activities to all members regardless of their language preferences
- Provide services to LEP members that are as effective as those provided to others
- Record the language needs of each member, as well as the member's request or refusal of interpreter services, in his or her medical record

## **CULTURAL COMPETENCY TRAINING**

All Health Net contracted pharmacies are required to take cultural competency training. The United States Department of Health and Human Services' Office of Minority Health (OMH) offers a computer-based training (CBT) program on cultural competency for health care providers. For more information, refer to the OMH Think Cultural Health Web site at [www.ThinkCulturalHealth.hhs.gov](http://www.ThinkCulturalHealth.hhs.gov) and select E-learning Programs to register for the Physicians Guide to Culturally Competent Care training. The training is free.

## **CAL MEDICCONNECT (MEDICARE-MEDICAID) PLAN PHARMACY TRAINING**

**PLEASE NOTE: This program requires all pharmacies to offer services in a culturally and linguistically sensitive manner. To help pharmacies meet this requirement, Health Net offers online training available through our website at [www.healthnet.com](http://www.healthnet.com) > Provider > Pharmacy Information > Pharmacist Resource Center. All network pharmacy staff working with Health Net's Cal MediConnect members should take this training. The training may be downloaded and distributed.**

## **ADDITIONAL INFORMATION**

Pharmacies who would like information about cross-cultural communication, health literacy or accessing interpreter services may contact Health Net's Cultural and Linguistic Services Department by email at [Cultural.and.Linguistic.Services@healthnet.com](mailto:Cultural.and.Linguistic.Services@healthnet.com) or by telephone at 1-800-977-6750.