

9.2 SAMPLE LIMITED ENGLISH PROFICIENT PERSON POLICY

(See MT TX FP Administrative Manual, Policy 1.7, *Limited English Proficient Persons*)

Policy: A Limited English Proficient (LEP) person is an individual who does not speak English as their primary language and who has a limited ability to read, write, speak, or understand English. Such a person may be eligible to receive language assistance with respect to services or benefits.

Note: Although some LEP persons may feel more comfortable when a trusted family member or friend acts as an interpreter, this is strongly discouraged. Title X clinics should make the LEP person aware that he or she has the option of having an interpreter provided at no cost. The use of the Language Line Services (LLS) ensures the client of competent, appropriate, and confidential interpretation without the possible conflict of interest and confidentiality breach that may arise when using friends or family members as interpreters.

Procedure:

1. The income assessment form will be used at the reception area to have written documentation of the need for language assistance.
2. How to use the LLS:
 - a. A client requiring LEP services is identified and the language is determined.
 - b. A health care provider will call the LLS phone number. 1-866-874-3972
 - c. The WMHS account number (541209) will be entered, followed by the unique clinic Personal Identification Number (PIN).
 - d. The WMHS will receive the invoice for the cost of the call. The clinic will be billed by WMHS and will be responsible to repay the cost of the service to WMHS within 2 months.
3. Clinic's Unique PIN:
 - a. Planned Parenthood of Montana – 10
 - b. *bridgerCare* – 11
 - c. Butte Family Planning – 12
 - d. Dawson County Family Planning – 13
 - e. Hill County Family Planning – 15
 - f. Flathead County Family Planning – 16
 - g. Central Montana Family Planning – 17
 - h. Northwest CHC – 18
 - i. OneHealth -19
 - j. Lake County Family Planning – 20
4. Satellites will use the clinic PIN of their respective sub-recipient clinic.
5. Language interpretations services will be documented in the client's medical record and include the name of the person and agency used in language interpretation.
6. After LLS has been contacted the health care provider will inform the family planning director that the services have been utilized so there is reference in regards to the bill from WMHS.