

8.2 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 language ID guide, poster and desktop display from the language line must be posted in the waiting room and clinic rooms.
2. Non-discrimination notice informing clients about their rights to accessible services and communication assistance must be posted in the waiting room.
3. The availability of translation services will be used as a tagline for materials used in the clinic. This will state, "If you need language assistance services free of charge, please talk to the front desk staff for assistance or call the clinic at 406-XXX-XXXX."
4. The income assessment form will be used at the reception area to have written documentation of the need for language assistance.
5. 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. Then enter the FPP account number (541209)
 - d. Then select the language needed
 - e. Then enter the unique clinic PIN followed by the pound sign (#). This pin is a two-digit number and if it is not correct the call will not be granted. Please make sure that you have your Clinics ID available.
 - f. The FPP will receive the invoice for the cost of the call. The clinic will be billed by FPP and will be responsible to repay the cost of the service to FPP within 2 months.
6. 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
 - k. Beaverhead County Family Planning – 22
7. Satellites will use the clinic PIN of their respective sub-recipient clinic.
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 - d. Then select the language needed
 - e. Then enter the unique clinic PIN followed by the pound sign (#). This pin is a two-digit number and if it is not correct the call will not be granted. Please make sure that you have your Clinics ID available.
 - f. The FPP will receive the invoice for the cost of the call. The clinic will be billed by FPP and will be responsible to repay the cost of the service to FPP within 30 days.
9. 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.
 10. 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 FPP.
 11. For questions on the LLS, please contact:
FPP Financial Specialist
406-444-3609