

2021 CBH Provider Network Language Capability Assessment Survey

Annually, CBH assesses the primary languages spoken by all its eligible members to determine translation and interpretation needs of members with Limited English Proficiency (LEP). In 2020, 10.72% of CBH's eligible population spoke a language other than English.

CBH aims to maintain a Provider Network inclusive of independent practitioners and behavioral health treatment providers that meet eligible members' cultural and linguistic needs. Recognizing the continued need for behavioral health services and the member network's diverse population, CBH requests that all contracted independent practitioners, group practices, and facility providers complete the CBH Provider Network Language Capability Assessment Survey.

The survey should be completed as follows:

- ➔ Independent Practitioners
 - » One survey per CBH contracted independent practitioner

- ➔ Group Practice/Facilities
 - » One survey for each unique licensed service location of CBH's contracted behavioral health treatment providers. For example, parent organization ABCD has 15 service locations with a unique CBH Child ID number. Each program with a unique CBH Child ID number should complete a separate survey.

While all CBH providers are invited to complete the survey, sharing language information is voluntary. Identified provider languages will be published in the CBH Provider Directory to allow CBH members to select providers that meet their language needs. Additionally, results will be compared with member language needs to ensure the provider network can address language needs adequately.

The 2021 CBH Provider Language Capability Assessment Survey is available to all contracted CBH providers from November 22, 2021 to December 17, 2021, and can be accessed using the link below:

<https://app.smartsheet.com/b/form/96eae52a4ded41c0b457afe59a748d48>