

Provider Language Assistance Resources

Per the PEW State of the City 2021 report, 24 percent of Philadelphia residents speak a language other than English in their homes and 14 percent of residents are not born in the United States. To meet Members’ needs, CBH works to ensure that Culturally and Linguistically Appropriate Services (CLAS) are available and accessible throughout the CBH Provider Network. CLAS are defined as respectful and responsive service provisions to individuals’ cultural and religious health beliefs and practices, health literacy levels, communication needs, and preferred languages.

Annually, CBH utilizes eligibility profiles received from the State Reporting File to assess Members’ primary language and the accessibility of behavioral health services of its eligible Medicaid recipient population. For example, in 2020, 10.72 percent of eligible Members reported speaking a language other than English – up from 10.45 percent in 2019. This language data is used to identify needs and resources for the provision of interpretation and translation services.

In March 2021, 766,765 eligibility profiles were analyzed for Members’ primary language to assess their translation and interpretation needs. The following table shows the percentage of eligible Members who speak the identified 2021 threshold languages.

2021 Threshold Languages*

| <i>Primary Language</i> | <i>Percentage of Eligible Member Population</i> |
|-------------------------|---|
| English | 88.36% |
| Spanish | 7.03% |
| Chinese (Mandarin) | 0.97% |
| Vietnamese | 0.46% |
| Russian | 0.43% |
| Chinese (Cantonese) | 0.38% |
| Arabic | 0.28% |
| Cambodian | 0.26% |
| Portuguese | 0.16% |
| Creole (Haiti Fr) | 0.14% |

**Eligible Members (5% of or 1,000 eligible members, whichever is less)*

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One of the greatest social determinants of health are health care barriers due to the lack of language resources needed for individuals of diverse cultural backgrounds. To ensure that Members with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits, CBH offers Providers assistance with language interpretation resources as a supplement to their practice/organization's language access plans.

Under Title VI of the Civil Rights Act, and as outlined in the CBH Provider Agreement, Providers who receive federal funds are responsible for making language and communications services available to individuals with LEP and should have an internal language access plan to do so. When no other services are available, Providers should utilize the [language assistance resources](#) listed on CBH's website.

These resources offer information on how to obtain and/or access:

- ➔ Individual language needs of CBH members
- ➔ Copies of [Language Identification Guides](#)
- ➔ Language Interpretation Services
- ➔ Language Interpretation Resources Availability and Accessibility Overview Training for CBH Providers

Questions regarding language assistance resources contact CBH Member Services Interpretation Team (MSIT) at 888-545-2600 (24 hours a day, 7 days a week) or via email at cbh.interpretation.services@phila.gov.