

Provider Language Data Collection

This notice serves as an update on the Community Behavioral Health (CBH) Language Access data collection within the CBH Provider Application. In accordance with the Provider Agreement, providers are required to submit an accurate CBH Provider application annually and submit information when and as requested by CBH to maintain an updated provider profile in CBH’s provider database.

To accommodate the various languages represented by our communities, the CBH provider application has been expanded to capture additional languages spoken on an executive and direct service level, as well as now also including additional fields for Independent Practitioners. We appreciate your ongoing collaboration regarding this process. Please direct any questions regarding this matter to your assigned Provider Relations Representative.

CBH Member Language Profile

Annually, CBH reviews eligibility profiles received from the State Reporting File to assess primary language of members. This language data is used to identify needs and resources for the provision of interpretation and translation services. In March 2024, CBH assessed 833,433 eligibility profiles, which represents at 3.87% increase of eligible members from 802, 401 in March 2023. To ensure the availability of language services is provided to eligible members, CBH uses the results of the assessment to identify threshold languages (5% of or 1,000 eligible members, whichever is less) for printed materials and notifies members about the availability of the materials and/or ability to request translated materials.

The following table shows the percentage of eligible members who speak the identified 2023 threshold languages:

<i>Primary Language</i>	<i># of Eligible Members</i>	<i>% of Eligible Members</i>
English	723,057	87%
Spanish	60,432	7.3%
Chinese; Mandarin	8,582	1.0%
Russian	5,582	0.7%
Creole (Haiti Fr)	3,891	0.5%
Vietnamese	3,776	0.5%
Chinese; Cantonese	3,214	0.4%
Arabic	2,945	0.4%
Ukrainian	2,428	0.3%
Portuguese	2,266	0.3%

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<i>Primary Language</i>	<i># of Eligible Members</i>	<i>% of Eligible Members</i>
Cambodian	2,103	0.3%
French	1,164	0.1%

Provider Language Assistance Resources

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 Limited English Proficiency (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.