



Checklist to Ensure Compliance with Cultural and Linguistic Requirements

- ❑ Document the primary language, if other than English, in the member's medical chart.
- ❑ Inform members of their right to free interpreter services and offer interpreter services to them when needed.
- ❑ Document a member's request or need for interpreter services in the medical chart.
- ❑ If member declines (refuses) interpreter services, document this in member's medical chart.
- ❑ Ensure that Provider site staff that are bilingual and provide interpreter services have been assessed and are capable of health care interpreting.
- ❑ Offer handouts and health education materials in member's primary language. (Threshold language is Spanish)
- ❑ Refer member to culturally appropriate community-based programs and services.