

PCMH1:F:1&2

Patient ethnicity, race & language is documented in the medical chart & practice management system. Patient's who do not speak English are flagged with "TRANSLATION REQUIRED" in the patient portion of the PMS.

**Document process for interpretation services; qtrly usage reports in person & telephone**

Patients who are active members of either Well Care or Peach State have Interpretation benefits for medical services. Interpretation benefits are documented in the Member Handbook & Provider Handbook, posted on the individual websites, and posted in our office waiting rooms.

#### Linguistic Services

- Providers will identify members that have potential linguistic barriers for which alternative communication methods are needed and contact the Plan to arrange appropriate assistance
- Members may receive interpreter services at no cost when necessary to access covered services through a vendor, as arranged by the Customer Services department

- Providing Language Line services that will be available twenty-four (24) hours a day, seven (7) days a week in 140 languages to assist providers and members in communicating with each other when there are no other translators available for the language.
- In-person interpreter services are made available when Peach State is notified at least 3 business days in advance of the member's scheduled appointment. This service allows for a more positive encounter between the member and provider; telephonic services are available for those encounters involving urgent/emergent situations, as well as non-urgent/emergent appointments as requested.

It is standard practice procedure to utilize these benefits for these patients.

#### Report on rates quarterly by payer

Well Care & Peach State members make up almost 40% of our patient population.

patient population.pdf - Adobe Reader

File Edit View Document Tools Window Help

1 / 1 147% Find

You are viewing this document in PDF/A mode.

Active Patient per Policy as of July 2012

Active is defined as last date of service < or = 3yrs from date of report

Patient Policy Ins Group Name	Number of Patients with Policy	Patient Policy Holder Count Percent
Peach State CMO	1723	22.39%
WellCare CMO	1338	17.39%
GA Medicaid	890	11.57%
United/MTH	685	8.90%
BCBS PPO	609	7.91%
Personal/No Insurance	486	6.32%
Aetna PPO	467	6.07%
Cigna HMO	305	3.96%

Patient Policy Ins Group Name	Number of Patients with Policy	Patient Policy Holder Count Percent
Peach State CMO	1723	22.39%
WellCare CMO	1338	17.39%
	3061	39.78%

The cost is greater than the reimbursement for a basic level 3 office visit or a Preventive visit.

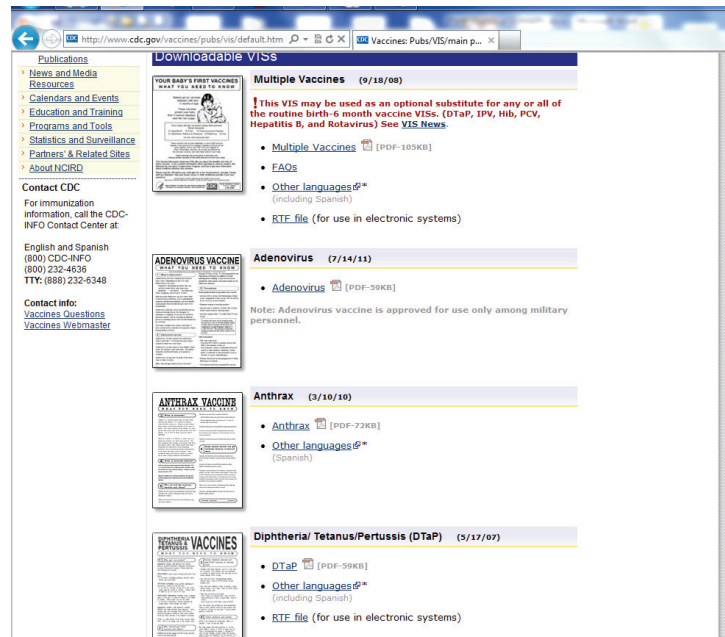
Currently we are not able to provide interpretation service to patients who are not an active Well Care or Peach State member. However, staff members & providers make every attempt to communicate to non-English speaking patients utilizing pictures, the internet, family members,

**Alternate options available?**

and any other resource available. We also use any available materials from the CDC, AAP, and other websites that have materials available in other languages.

#### PCMH1:F:4

screenshot from the CDC website offering vaccine information sheets (VIS) documents in other languages



We continue to research grants, community support and other resources to fund translation services for this section of our patient population.

### PRACTICE PROCESS FOR INTERPRETATION SERVICE REQUESTS

Once a patient has been identified for the need of interpretation services, the staff follows the required procedure according to each CMO.

**Well Care** requires the provider to call Member Services and provide the required information and offers two options:

1. Interpretation service via telephone as soon as an interpreter is available
2. Interpretation service for a future appointment
  - The request is faxed to Well Care
  - must scheduled within the current calendar month
  - Interpreter will provide translation in person during encounter

**Peach State** also provides two options:

1. Interpretation service via telephone as soon as an interpreter is available
2. Interpretation service for a future appointment
  - The request is emailed to Peach State at

[PSHPTRANSLATIONSERV@CENTENE.COM](mailto:PSHPTRANSLATIONSERV@CENTENE.COM)

A confirmation email is returned to the sender within 48 hours.

Peach State also requires the request for interpretation be submitted within the current calendar month. The Interpreter will provide translation in person during encounter.

**NOTE:**

*As a result of negotiations between Peach State and The Pediatric Center, we have been able to secure an unique agreement with Peach State.*

*Our practice has a direct phone number to the Interpretation vendor which permits us the advantage of accessing interpretation services for any language within minutes by avoiding the traditional long wait times in the standard process.*

1. Provider notifies a staff member (if staff is not already aware)
2. Staff member calls posted phone number & provides required information
3. The vendor connects us directly to an interpreter

xterm

Pat PCC: 30319

Patient Editor

Page 1

First Name:  
Last Name:  
Physician:  
Ref. Phys.:

Born: Feb 9, 20  
Age: 4 mos, 3 w  
Sex: Male

Status: TRANSLATOR, VFC-med

Medicaid #: 222111964442  
Other Name:

Suffix#:   
IM: V02

PCMH:1:F:1 & 2  
screenshot of PMS  
patient flag

Patient Lives with and Bills Sent to:

Address:  
Address:  
City:  
State:

Primary Phon:  
Second Phone:  
Phone:  
Phone:

Relation to Bill Payer:  
Date of Last Visit:  
Date of Last Physical:  
Date Due for Next Physical:

Save

Edit  
Policies

Imms  
Record

Reassign  
Account

Patient  
History

Patient  
Forms

Edit  
Account

Self  
Jun 12, 2012  
Jun 12, 2012  
Jul 26, 2012

## Downloadable VISs

### Publications

- > [News and Media Resources](#)
- > [Calendars and Events](#)
- > [Education and Training](#)
- > [Programs and Tools](#)
- > [Statistics and Surveillance](#)
- > [Partners' & Related Sites](#)
- > [About NCIRD](#)

### Contact CDC

For immunization information, call the CDC-INFO Contact Center at:

English and Spanish  
(800) CDC-INFO  
(800) 232-4636  
TTY: (888) 232-6348

### Contact info:

[Vaccines Questions](#)  
[Vaccines Webmaster](#)



#### Multiple Vaccines (9/18/08)

**! This VIS may be used as an optional substitute for any or all of the routine birth-6 month vaccine VISs. (DTaP, IPV, Hib, PCV, Hepatitis B, and Rotavirus) See [VIS News](#).**

- [Multiple Vaccines](#) [PDF-105KB]
- [FAQs](#)
- [Other languages](#)\* (including Spanish)
- [RTF file](#) (for use in electronic systems)

PCMH1:F:3  
screenshot from  
CDC website



#### Adenovirus (7/14/11)

- [Adenovirus](#) [PDF-59KB]

Note: Adenovirus vaccine is approved for use only among military personnel.



#### Anthrax (3/10/10)

- [Anthrax](#) [PDF-72KB]
- [Other languages](#)\* (Spanish)



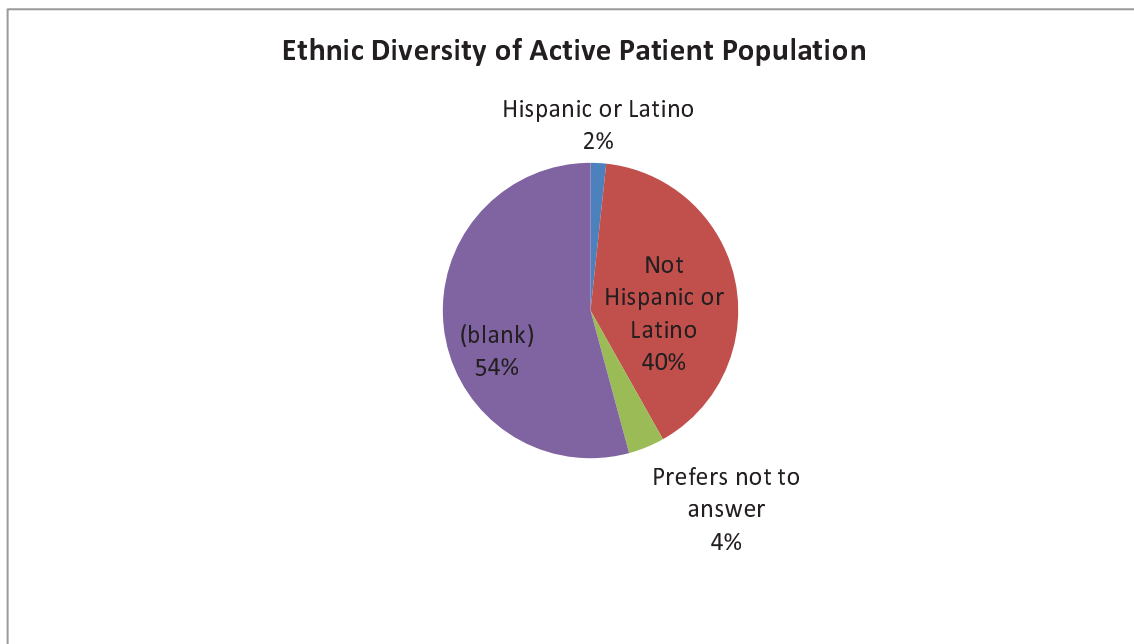
#### Diphtheria/Tetanus/Pertussis (DTaP) (5/17/07)

- [DTaP](#) [PDF-59KB]
- [Other languages](#)\* (including Spanish)
- [RTF file](#) (for use in electronic systems)

We use this site to print  
VIS forms in other  
languages

**PCMH 1:F:1**  
**Assessing the Ethnicity of Active Patients Within the Practice Population**

Row Labels	Values Count of Patient PCC #	Count of DOB
Hispanic or Latino	109	1.70%
Not Hispanic or Latino	2581	40.15%
Prefers not to answer	254	3.95%
(blank)	3485	54.21%
<b>Grand Total</b>	<b>6429</b>	<b>100.00%</b>



**PCMH 1:F:1 Assessing the Racial Diversity of All Active Patients  
Within the Practice Population**

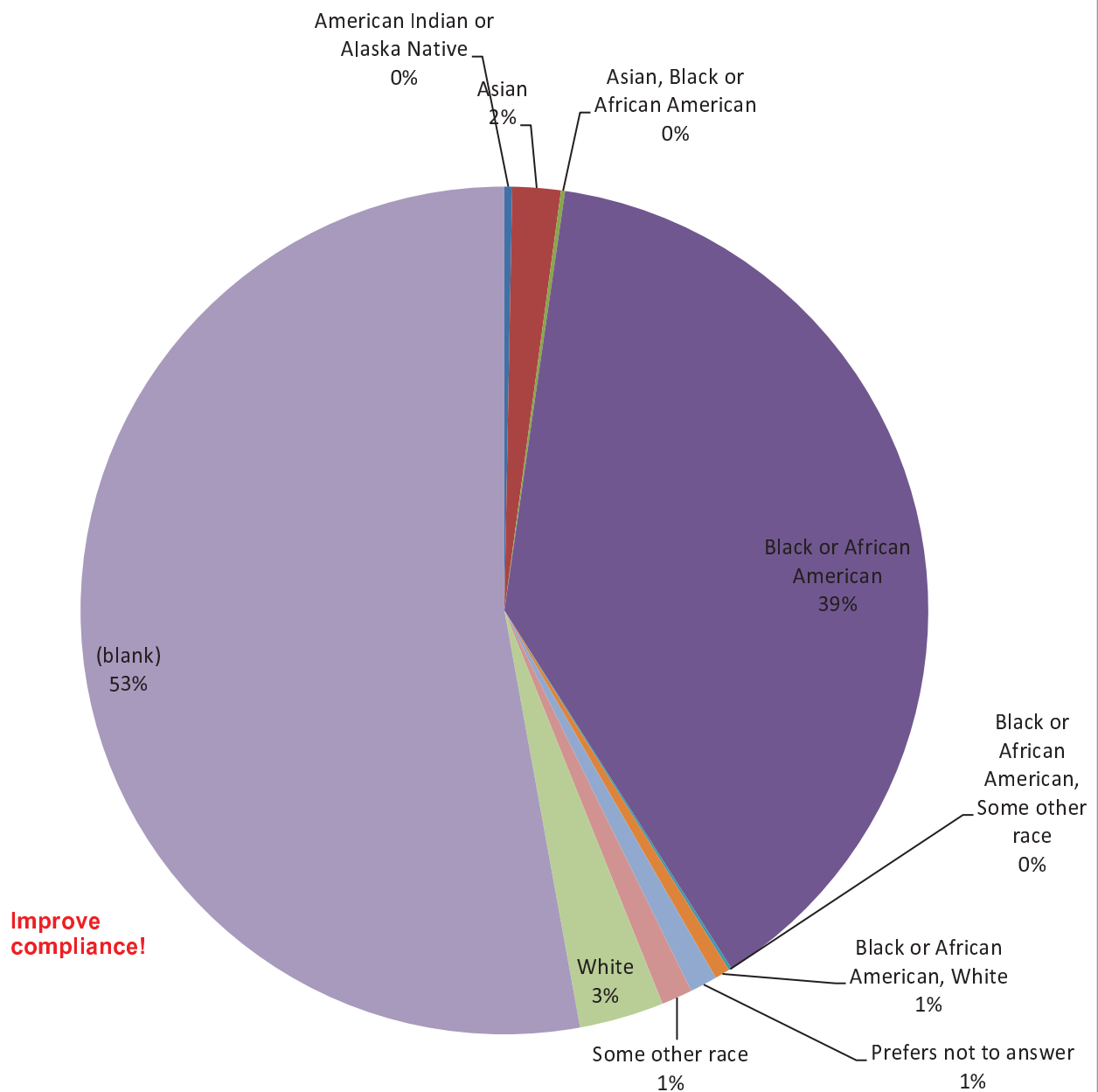
Row Labels	Values	
	Count of Patient PCC #	Count of DOB
American Indian or Alaska Native	19	0.30%
American Indian or Alaska Native, Asian	1	0.02%
American Indian or Alaska Native, Asian	1	0.02%
American Indian or Alaska Native, Black	1	0.02%
American Indian or Alaska Native, Black	1	0.02%
Asian	118	1.84%
Asian, Black or African American	10	0.16%
Asian, Some other race	1	0.02%
Asian, White	3	0.05%
Black or African American	2484	38.64%
Black or African American, Native Hawaiian	1	0.02%
Black or African American, Prefers not to answer	1	0.02%
Black or African American, Some other race	7	0.11%
Black or African American, White	37	0.58%
Native Hawaiian or Other Pacific Islander	1	0.02%
Prefers not to answer	67	1.04%
Some other race	76	1.18%
White	207	3.22%
White, Some other race	1	0.02%
(blank)	3392	52.76%
<b>Grand Total</b>	<b>6429</b>	<b>100.00%</b>

**Top 10 Races Identified Within Active Patient Population**

Row Labels	Values	
	Count of Patient PCC #	Count of DOB
American Indian or Alaska Native	19	0.30%
Asian	118	1.84%
Asian, Black or African American	10	0.16%
Black or African American	2484	38.71%
Black or African American, Some other race	7	0.11%
Black or African American, White	37	0.58%
Prefers not to answer	67	1.04%
Some other race	76	1.18%
White	207	3.23%
(blank)	3392	52.86%
<b>Grand Total</b>	<b>6417</b>	<b>100.00%</b>

PCMH 1:F:1 Assessing the Racial Diversity of Active Patients Within the Practice Population, Top 10

## Top 10 Races Identified Within Active Patient Population





**PCMH 1:F:1 Assessing the Language Needs of All Active Patients in the Practice Population**

Row Labels	Values Count of Patient PCC #	Count of DOB
Amharic	62	0.96%
Amharic, Arabic, English	1	0.02%
Amharic, English	52	0.81%
Amharic, English, French	1	0.02%
Amharic, French, English	1	0.02%
Arabic	3	0.05%
Arabic, English	2	0.03%
Bambara	1	0.02%
Bengali	10	0.16%
Bengali, English	6	0.09%
Burmese	25	0.39%
Burmese, English	4	0.06%
Chinese	1	0.02%
English	2561	39.84%
English, Amharic	18	0.28%
English, Arabic	6	0.09%
English, Creole (Louisiana French)	3	0.05%
English, Ewe, French	1	0.02%
English, French	6	0.09%
English, Gujarati	1	0.02%
English, Hindi	1	0.02%
English, Igbo	3	0.05%
English, Ndonga	1	0.02%
English, Nepali	1	0.02%
English, Somali	8	0.12%
English, Somali, Arabic	1	0.02%
English, Spanish	9	0.14%
English, Spanish, English	1	0.02%
English, Swahili	1	0.02%
English, Tigrinya	2	0.03%
English, Urdu	2	0.03%
English, Vietnamese	3	0.05%
English, Yoruba	2	0.03%
Ewe, French	1	0.02%
French	6	0.09%
French, English	9	0.14%
French, Ewe	1	0.02%
Gujarati	2	0.03%

Gujarati, English	3	0.05%
Gujarati, Hindi, English	1	0.02%
Haitian	1	0.02%
Hmong	1	0.02%
Igbo	3	0.05%
Igbo, English	1	0.02%
Karen	22	0.34%
Mon-Khmer, Cambodian	1	0.02%
Mon-Khmer, Cambodian, English	2	0.03%
Nepali	5	0.08%
Nepali, English	2	0.03%
Oromo	3	0.05%
Oromo, Amharic	1	0.02%
Oromo, Amharic, English	1	0.02%
Oromo, English	4	0.06%
Oromo, English, Amharic	1	0.02%
Persian	1	0.02%
Serbo-Croatian, Bosnian	1	0.02%
Somali	23	0.36%
Somali, Arabic, English	1	0.02%
Somali, English	27	0.42%
Somali, English, Arabic	1	0.02%
Spanish	1	0.02%
Spanish, English	8	0.12%
Spanish, English, Portuguese	1	0.02%
Tigrinya	3	0.05%
Tigrinya, English	2	0.03%
Vietnamese	4	0.06%
Vietnamese, English	4	0.06%
(blank)	3481	54.15%
<b>Grand Total</b>	<b>6429</b>	<b>100.00%</b>

## PCMH 1:F:1 Assessing the Language Needs of All Active Patients, Top 10

### Top 10 Languages of Active Patients in Practice Population

Row Labels	Values	
	Count of Patient PCC #	Count of DOB
Amharic	62	0.99%
Amharic, English	52	0.83%
Bengali	10	0.16%
Burmese	25	0.40%
English	2561	40.77%
English, Amharic	18	0.29%
Karen	22	0.35%
Somali	23	0.37%
Somali, English	27	0.43%
(blank)	3481	55.42%
<b>Grand Total</b>	<b>6281</b>	<b>100.00%</b>

### Top 10 Languages of Active Patients in Practice Population

