

PHYSICIANS DataTrust

Language Assistance Program (LAP)

The Physicians DataTrust Language Assistance Program (LAP) aims to improve access to federal healthcare programs, such as Medicare, Medicaid, and Marketplace insurance, by persons with limited English proficiency (LEP).

Physicians DataTrust and its managed IPAs have an ongoing commitment to ensure meaningful and timely access to programs and services for all persons, who as a result of origin, are not proficient or are limited in their ability to communicate in the English language. In your support of IPA business, it is your responsibility to take every measure possible to assist LEP patients with spoken, written, or interpreter services.

In the event that you are unable to assist the patient, your next step will depend on the patient's insurance carrier. Most insurance carriers offer language assistance; a list of [LAP contacts by health plan](#) is provided. Unless otherwise specified, Physicians DataTrust can refer patients or physicians to the appropriate health plan for free assistance.

For **LA Care** Cal MediConnect or institutionalized patients, Physicians DataTrust is responsible to process and manage all requests for language assistance services. For more information, please review the UM Language Assistance Program policy for Cal MediConnect.



For **Anthem** Commercial patients, providers and staff should call (888) 677-6669 on the member's behalf, and request to speak with an interpreter. Members should call the phone number on the back of their Anthem ID card, or (888) 254-2721 for interpretation services or for translation of materials.

It is everyone's responsibility to ensure patients have the language assistance they need. Feel free to learn more about [CMS Strategic Language Access Plan \(LAP\) requirements](#).

If a patient feels that they have been discriminated against based on race, national origin, disability, or age, they can file a civil rights complaint. More information may be found at the following websites:

- Complaint Process: <http://www.hhs.gov/ocr/civilrights/complaints>
- Online Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>