

The CMS Medicare-Medicaid Coordination Office (MMCO) is pleased to announce the following training opportunity:

Webinar: Identifying and Meeting the Language Preferences of Health Plan Members

Date/Time: Tuesday, September 11, 2018, 12:30-2 EDT

Registration Link:

https://resourcesforintegratedcare.com/CulturalCompetency/2018_CC_Webinar/Language_Preferences

Over 1.8 million individuals dually eligible for Medicare and Medicaid speak a language other than English at home or do not speak English fluently.¹ Limited English Proficiency (LEP) is associated with lower quality of care and decreased access to health care services.^{2,3} Health plans serving dually eligible beneficiaries can play a key role in identifying and communicating language preferences to front-line staff and providers in their network to help remove language barriers to care.

This webinar will provide an overview of strategies health plans can use to assess and meet diverse language preferences. Speakers will share strategies for collecting language preference data and examples of how plans use this data to inform health plan operations, such as providing translation and interpretation services. Speakers will also share strategies for hiring and training health plan staff to provide linguistically and culturally competent services.

By the end of this webinar, participants should be able to:

1. Recognize the need for identifying and meeting language needs of members with LEP
2. Identify a variety of methods for collecting member language preferences, such as using data provided by the state or health plan-generated data
3. Recognize approaches to meeting language needs, including translation and interpretation services
4. Identify strategies for hiring and training health plan staff to provide linguistically and culturally competent services

Featured Speakers:

- Marta Pereyra, Executive Director, Coalition of Limited English Speaking Elderly
- Albert Cardenas, Director, Customer Service, CalOptima
- Darci Graves, Special Assistant to the Director, CMS Office of Minority Health

¹ Proctor, K., Wilson-Frederick, S. M., & Haffer, S. C. (2018). The Limited English Proficient Population: Describing Medicare, Medicaid, and Dual Beneficiaries. *Health Equity*, 2(1), 82-89. Retrieved from: <https://www.liebertpub.com/doi/full/10.1089/heq.2017.0036>

² Ibid.

³ Centers for Medicare & Medicaid Services. Providing Language Services to Diverse Populations: Lessons from the Field. Retrieved from: <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Lessons-from-the-Field-508.pdf>

Intended Audience:

This webinar is intended for staff of Medicare-Medicaid plans (MMPs), Dual Eligible Special Needs Plans (D-SNPs), PACE organizations, Medicaid Managed Care Plans, and Area Agencies on Aging (AAAs) who are interested in identifying and meeting the language preferences of their members to increase access to quality, person-centered health care.

CE credit information:

The Centers for Medicare & Medicaid Services (CMS) – CMS is accredited by the International Association for Continuing Education and Training (IACET) and is authorized by IACET to offer CEUs. CEUs will be awarded to participants who meet all criteria for successful completion of this educational activity.

PLEASE NOTE:

- Webinar participants seeking CE credit should only claim credit commensurate with the extent of their participation in the activity.
 - Estimated time to participate in the webinar: 1.5 hours including introductory information and interactive Q&A.
 - Participants will be led through the following requirements to obtain a CE certificate:
 - Read the learning objectives and faculty disclosures
 - Participate in the webinar
 - Complete the post-test and program evaluation form
 - A score of at least 80% on the post-test must be achieved in order to obtain CE credit.
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Registration Information:

After clicking the registration link hosted on <https://www.resourcesforintegratedcare.com> and completing the registration form, you will receive an email from do_not_reply@on24event.com containing event log-on information. The email also contains an attachment that, when opened, will save the event log-on information to an Outlook calendar.

On the day of the live event, please use the web link to join the webinar. You can access the platform using a computer, smart phone, or tablet. The audio portion of the presentation will automatically stream through your computer/device speakers. Please make sure that the volume on your speakers is turned up. Phone dial-in information will also be available during the live event if you are unable to listen to the audio through the computer/device speakers.

For individuals that will be **away** from a computer, smart phone, or tablet on the day of the live webinar event, please email us at RIC@lewin.com to request dial-in information.

Resources for Integrated Care (RIC) develops and disseminates technical assistance and actionable tools for providers of beneficiaries dually eligible for Medicare and Medicaid based on successful innovations and care models. The RIC website features additional resources and tools for providers and health plans, available at <https://www.resourcesforintegratedcare.com>. RIC is supported by the CMS Medicare-Medicaid Coordination Office.

Please contact RIC@lewin.com or Gretchen.nye1@cms.hhs.gov with any questions.