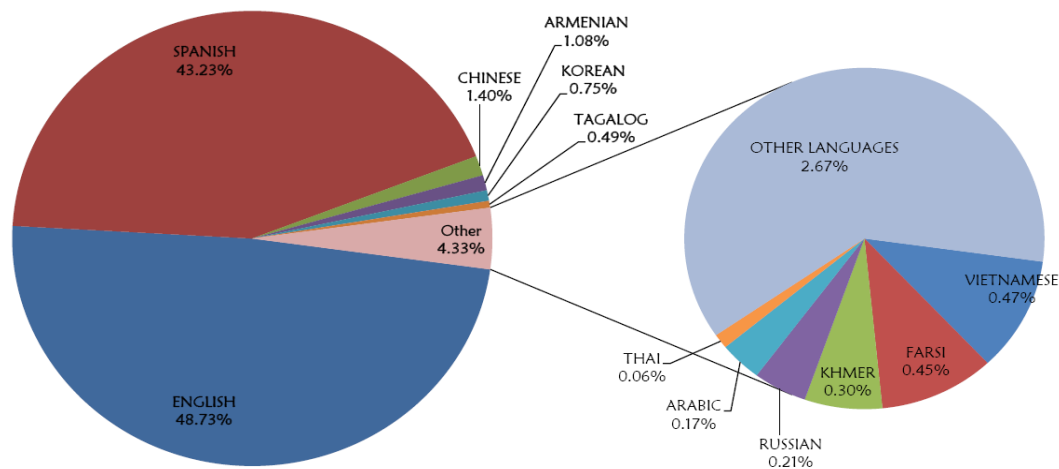




L.A. Care Health Plan Serves a Diverse Population

Quality health care depends upon good communication between the physician and the patient. Ineffective communication about a disease or treatment can result in misdiagnosis, inappropriate treatment or medical errors. This is especially true for patients whose primary language is not English. L.A. Care members speak many languages, as indicated below in the Membership by Language pie graph.

Membership by Language



*Direct Line of Business Membership as of July 2012: 349,958
 *Includes Direct Medi-Cal (MCLA), Healthy Families, and Healthy Kids Membership

As you continue to provide the best health care services to our diverse membership, remember that family and friends should not serve as interpreters, especially minors. If a patient refuses to use an interpreter, please document this in their medical record. Interpreter request/refusal labels are available on www.lacare.org/providers/resources. Also, visit the updated C&L Provider Tool Kit to assist you in serving L.A. Care’s diverse populations.

For free in-person interpreting services for direct line of business members, including American Sign Language, contact Member Services at **1-888-839-9909** at least five business days prior to the patient’s appointment.

Telephonic interpreters are available without advance notice, 24-hours a day for L.A. Care direct line of business members at **1-888-930-3031**.

