



*Limited English
Proficiency (LEP)
Training*

Limited English Proficiency

- *iCare* understands and applies the guidelines and requirements of Limited English Proficiency (LEP) and special needs as outlined in the Civil Rights Compliance Plan required by the State of Wisconsin Department of Workforce Development, the Department of Health Services, and Centers for Medicare and Medicaid Services. *iCare* also complies with Section 1557 of the Patient Protection and Affordable Care Act, prohibiting discrimination of members.

LEP Continued

- All primary recipients and sub-recipients of federal funding are obligated to provide oral language interpretation assistance and/or written translation to all LEP individuals requesting or applying for services. (*iCare* receives this federal funding)
- *iCare* Members have a right to have access to translation/interpretation services and to receive information provided by *iCare* in another language or format upon request
- *iCare* has an obligation to get information to members in a way that works for them
 - Consider literacy levels, physical/cognitive abilities, preferences, etc.
 - Provides free language services to people whose primarily language is not English such as :
 - Qualified interpreters during any covered service
 - Information written in other languages or in other formats
- LEP members are encouraged to ask their Care Manager (CMs) or Care Coordinators (CCs) for language assistance or to discuss discrimination problems