

VIRGINIA'S MEDICAID PROGRAM

DMAS

FORUM ON



Virginia Department of Medical Assistance Services

<https://www.dmas.virginia.gov/forum-members/forum-on-language-and-disability-access/>

Best Practices for Providing Language Assistance Services

May 15th, 2023 (1PM-3PM)

Welcome!

Cheryl J. Roberts, J.D., DMAS Agency Director

Today's Agenda

1:00 P.M. – 1:05 P.M.

Welcome and Introductions

1:05 P.M. – 1:10 P.M.

Opening Keynote

1:10 P.M. – 1:15 P.M.

Virginia Medicaid News and Updates

1:15 P.M. – 1:30 P.M.

Presentation - *Language Assistance Services: Examples, Requirements and Importance*. By Montserrat Serra, DMAS Civil Rights Coordinator

1:30 P.M. – 2:45 P.M.

Panel Discussion - *Tips for Ensuring Language Assistance Services*

- **Disability Law Center:** Lydia English, Disability Rights Advocate
- **Enroll Virginia; Central Virginia Legal Aid Society:** Carla Torres, Health Care Navigator Coordinator; Sylvia Jones-Advocacy Director
- **VCU Health:** Evan Lee-Ferrand, Manager of Language Services
- **Virginia Department for the Blind and Vision Impaired (VDBI)**
Susan K. Davis, Senior Policy Analyst

2:45 P.M. – 2:55 P.M.

Q&A and Public Comments

2:55 P.M. – 3:00 P.M.

Closing



CardinalCare
Virginia's Medicaid Program

Opening Keynote

Sarah Hatton, DMAS Deputy of Administration



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Virginia Medicaid News and Updates

Jesus Perez, DMAS Civil Rights Compliance Specialist

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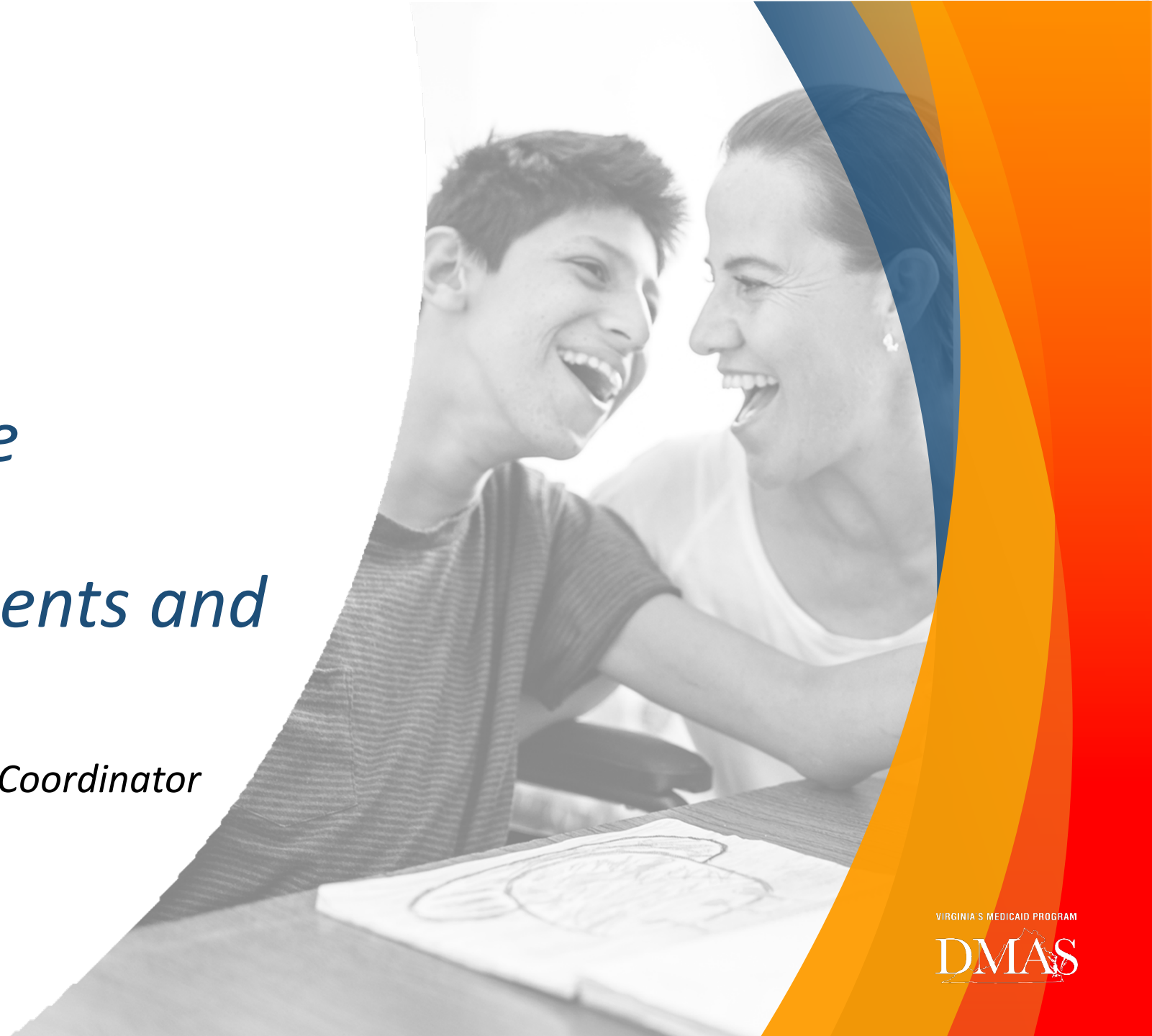
Virginia Medicaid News and Updates

- CoverVA Gets a New Look!: <https://coverva.dmas.virginia.gov>
- End of Continuous Coverage
- Virginia Medicaid is now Cardinal Care!
- Medicaid/FAMIS Notices Now Available in More Languages
- Medicaid/FAMIS Enrollment: 2.19 million members (as of 4/1/23)



Presentation:
*Language Assistance
Services:
Examples, Requirements and
Importance*

Montserrat Serra, DMAS Civil Rights Coordinator



Limited English Proficiency (LEP)



Verbal

Telephonic Interpretation
In-person Interpretation
Video Remote Interpretation



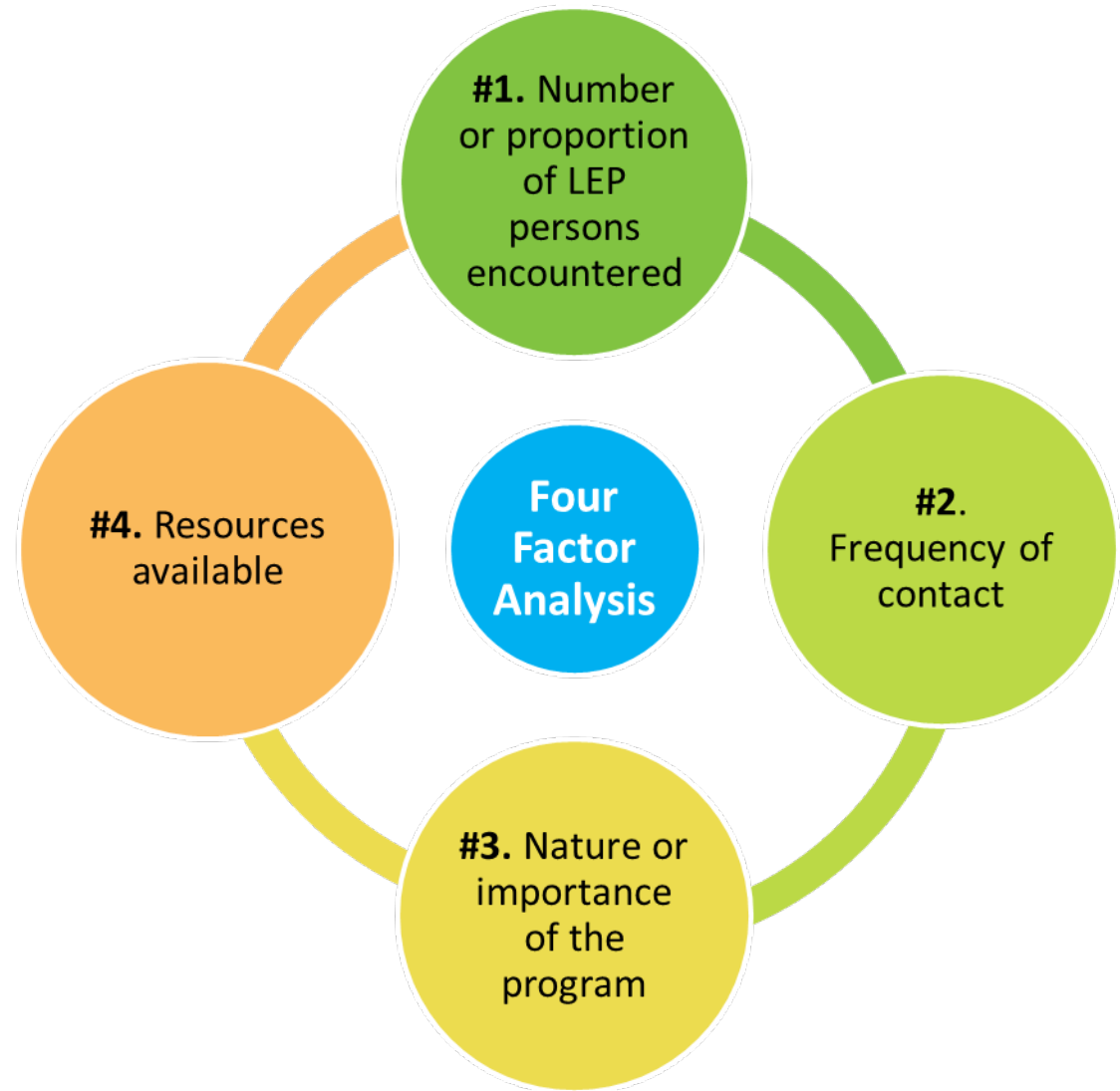
Written

Written translations (paper,
digital)

Meaningful Access Provisions

Title VI of the Civil Rights Act of 1964 requires recipients of federal fundings to provide limited English proficient (LEP) individuals with *meaningful access* to their programs and services.

Section 1557 of the Affordable Care Act established more specific requirements with respect to language access and interpreters.



Auxiliary Aids and Services¹

Ways to communicate with people who have communication disabilities

Blind, with vision loss, or deaf-blind

- Qualified reader; information in large print, Braille, or electronically for use with a computer screen-reading program; or an audio recording of printed information.

Deaf, with hearing loss, or deaf-blind

- Qualified notetaker; a qualified sign language interpreter, oral interpreter, cued-speech interpreter, or tactile interpreter; real-time captioning; written materials; or a printed script of a stock speech.

Speech disabilities

- Qualified speech-to-speech transliterator (a person trained to recognize unclear speech and repeat it clearly).

¹ See *ADA Requirements: Effective Communication*, available at <https://www.ada.gov/resources/effective-communication/>

Auxiliary Aids and Services Technologies²

Real-time captioning

- also known as computer-assisted real-time transcription, or CART.

Telecommunications relay service (TRS)

- reached by calling 7-1-1, uses communications assistants who serve as intermediaries between people who have hearing or speech disabilities who use a text telephone (TTY) or text messaging and people who use standard voice telephones.

Video relay service (VRS)

- subscriber-based service for people who use sign language and have videophones, smart phones, or computers with video communication capabilities.

Video remote interpreting (VRI)

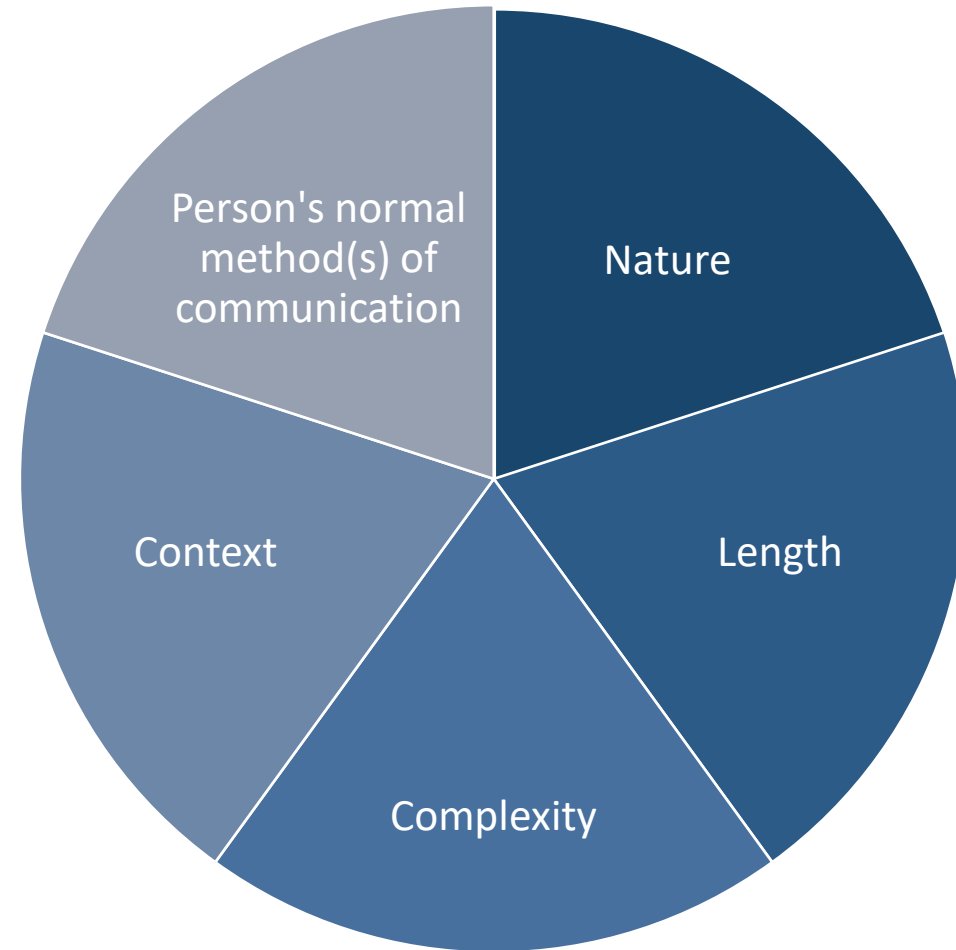
- is a fee-based service that uses video conferencing technology to access an off-site interpreter to provide real-time sign language or oral interpreting services for conversations between hearing people and people who are deaf or have hearing loss.

² See *ADA Requirements: Effective Communication*, available at <https://www.ada.gov/resources/effective-communication/>

Effective Communication Provisions

The Americans with Disabilities Act (ADA) Title II requires entities to provide aids and services when needed to communicate effectively with people who have communication disabilities.

Section 508 of the Rehabilitation Act requires electronic and information technology to be accessible to people with disabilities



Importance

01

**Provide a better
experience**

02

**Ensure effective
communication**

- Medical Setting Example:
 - Improve patient health outcomes
 - Reduce medical errors
 - Reduce long-term costs

03

**Eliminate access
barriers**

Panel Discussion:

Tips for Ensuring Language Assistance Services



Disability Law Center

www.dlcv.org

Lydia English-Disability Rights Advocate



VCU Health

www.vcuhealth.org

Evan Lee-Ferrand-Manager of Language Services



Enroll Virginia, Central Virginia Legal Aid Society

www.enrollva.org

www.cvlas.org



Carla Torres-Health Care Navigator Coordinator

Sylvia Jones-Advocacy Director



Virginia Department for the Blind and Vision Impaired (VDBI)

www.dbvi.virginia.gov

Susan K. Davis- Senior Policy Analyst

1. What does your agency do to communicate with individuals with limited English proficiency, individuals that are deaf, hard of hearing, blind or with low vision?

2. What do you do to assess your bilingual staff for language competency level?

3. How does your agency let customers know that language services and auxiliary aids are available?

4. What challenges did you run into when implementing language services and what lessons did you learn?

5. What does your agency do make materials available in other languages and alternative formats?

Q&A and Public Comments

Questions and comments will be addressed during today's event as time allows.

- Type your questions/comments on the chat, or
- Email your questions/comments to civilrightscoordinator@dmas.virginia.gov

Unaddressed questions will be published on the [DMAS website](#)

Closing Remarks and Resources

- [LEP.gov](#)
- [Title VI Guidance for Recipients](#)
- [Sample self-assessment from U.S. DOJ Language Access Assessment and Planning Tool](#)
- [DMAS Language and Disability Access Plan](#)
- [ADA Requirements: Effective Communication](#)
- [ADA Business BRIEF: Communicating with People Who Are Deaf or Hard of Hearing in Hospital Settings](#)
- [Guidance on Web Accessibility and the ADA](#)
- WebEx event by the U.S. Attorney's Office: ***ADA's Effective Communication Requirements in Healthcare Settings*** - Tuesday, June 6, 2023 1:00 PM - 4:00 PM. Register [here](#).