

	DEPARTMENT: Clinical Operations/Case Management/Population Health
LOCAL HEALTH PLAN: Louisiana	LINE OF BUSINESS: Medicaid
TITLE: Translation Services	NUMBER: LA 002.1
EFFECTIVE DATE: 05/21/2020	PAGE: 1 of 1
REVIEWED: 12/19/2022 <u>8/25/2023</u>	AUTHORIZED BY: CMO Louisiana

I. PURPOSE

To provide the UnitedHealthcare Community & State Louisiana (UHC C&S) La Health Plan staff and providers with access to translation services to facilitate communication between Health Plan staff and members.

II. SCOPE/POLICY

UnitedHealthcare Community & State (UHC C&S) LA Health Plan staff and providers may utilize translation services through the ~~UHC C&S LA Health Plan agreements with~~ Language Line services to provide translation services, including American Sign Language (ASL) as appropriate, to communicate with members in the process of providing services to members through face-to-face visits and/or telephonic outreach by Health Plan staff and/or member.

III. REFERENCES:

Provider manual is located on uhcprovider.com: referenced on page 3 and 4.
Care Provider Manual for Louisiana - UnitedHealthcare Community Plan of Louisiana (uhcprovider.com)

III.

IV. APPROVED BY:



12/19/2022 8/25/2023

Glenda Johnson~~Julie Morial~~, MD
 Chief Medical ~~Director~~ Officer
 Louisiana Community and State

Date

V. REVIEW HISTORY:

Effective Date	Key update from Previous Version	Reason for Revision
01/07/2021	New Logo Added.	Health Plan rebranded. Annual Review.
01/03/2022	Formatting	Annual Review
<u>8/25/2023</u>	<u>Update signatures, formatting and review</u>	<u>Annual Review</u>

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