

California Language Assistance Program (LAP) – Frequently Asked Questions

What is the Language Assistance Program (LAP)?

Certain rights and services are available to members. These rights and services apply to language assistance in seeking healthcare.

Who is covered?

These rights and services do not apply to all California residents. These rights apply to certain members under California law.

What stays the same under the LAP?

- Spoken interpretation is offered for all members and for all languages when you contact us by telephone. We want to be sure you can communicate effectively with UBH.
- Some UBH providers are bilingual.

What is new under the LAP?

- You may be able to get an interpreter at no cost to talk to your provider. This service is available even if you have a family member or friend who can interpret when you go to the provider's office.
- You may be able to get written information translated into your language at no cost.
- These rights do not apply to all languages.

What type of assistance can I expect if I am covered by the LAP?

- Spoken communication with the plan through an interpreter over the phone
- Spoken communication with your provider through an interpreter over the phone
- Written communication in your language for certain documents
- Written information posted to the website
 - This website includes a [Notice of Availability](#) of translation assistance (*link*)
 - This website includes [pre-translated grievance forms and instructions](#) (*link*)

How does my health plan meet the CA LAP Standards?

UBH:

- conducts an assessment of member language preferences
- provides language assistance services
- trains UBH staff
- monitors compliance with the program
- educates contracted providers about LAP
- makes sure that telephonic interpreters are educated and trained in ethics, confidentiality and behaviors important in working with members from various cultures

What is the effective date of this Program?

January 1, 2009