



PO Box 30449  
Salt Lake City, UT 84130-0449

Date

«Group\_Name»  
«ADDRESS\_LINE1»  
«CITY», «STATE» «Zip»«Zip»

### **Re: Alternative format selection requirements**

Dear <<Salutation>>:

UnitedHealthcare Community Plan of California strives to ensure effective communication with members with visual impairments or other disabilities who require written materials in alternative formats or alternative format selection (AFS). A member who has special language needs requires collaboration between their care provider and health plan to meet those needs.

#### **Requirements**

In accordance with the Americans with Disabilities Act (ADA) and a recent release of regulatory updates from the California Department of Health Care Services (DHCS) APL 22-002, care providers must ensure individuals with disabilities are provided with reasonable accommodations, including auxiliary aids and services.

When a patient provides informed consent of AFS, network providers must:

- Begin to provide member documents in the requested alternative format at the time of the member's request
- Enter new member AFS either:
  - Online through the AFS application system at [afs.dhcs.ca.gov](http://afs.dhcs.ca.gov)
  - By calling the AFS Helpline at 833-284-0040

#### **Accommodations**

Reasonable accommodations will depend on the particular needs of the individual. These include but are not limited to:

- Providing large print (at least 20-point Arial font) versions of all written materials to individuals with visual impairments
- Ensuring all written materials are available in formats compatible with optical recognition software
- Reading aloud notices and other written materials to individuals upon request
- Helping individuals fill out forms over the telephone
- Ensuring effective communication to and from individuals with disabilities through telephone, email and other electronic means
- Offering teletypewriter (TTY), computer-aided transcription services, telephone handset amplifiers, assistive listening systems, closed caption decoders, videotext displays and qualified interpreters for the deaf
- Providing individualized assistance

### Language access

Linguistic and cultural barriers can negatively affect access to health care participation. Please help us meet the language access requirements for our members by using the following services.

Service	Description
<b>Cultural Competency and Americans with Disability Act (ADA) Training</b>	Every care provider must undergo training in cultural competency, integrity and compliance. Awareness of cultural competency and ADA requirements helps care providers improve overall care by creating stronger personal connections with their patients. Access the Cultural Competency and Americans with Disability Act Training and additional resources on <b>UHCprovider.com</b> > Resources > Resource Library > Patient Health and Safety > Cultural Competency.
<b>Language Interpretation Line</b>	We provide oral interpreter services 24 hours a day, 7 days a week free of charge. Services are available in over 240 non-English languages and for the hearing impaired. If a member needs interpreter services, they should use a certified interpreter instead of family members. To use a professional interpreter during regular business hours, contact the Provider Call Center at <b>866-270-5785</b> . After hours, call 877-261-6608 and enter client ID 209677 (do not hit #). Press 1 for Spanish and 2 for all other languages.

### Questions?

For questions or additional support, contact the Provider Call Center at **866-270-5785**.

Sincerely,

Signatory Name  
Signatory Title