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| PLAN OPERATIONS |  From DentaQuest | | | |
| | <i>Policy and Procedure</i> | | | |
| | Policy Name: | Language Access | Policy ID: | PLANCG-89 |
| | Approved By: | Quality Assurance Performance Improvement Committee | Last Revision Date: | 01/09/2026 |
| | States: | Oregon | Last Review Date: | 04/06/2026 |
| Application: | Medicaid | Effective Date: | 04/07/2026 | |

PURPOSE

To articulate the language assistance services available to Dental Subcontractor enrollees, particularly those with disabilities and whose primary language is not English.

POLICY

1. The Dental Subcontractor will ensure that its written materials that are critical to obtaining services, including, at minimum, provider directories, appeal and grievance notices and denial and termination notices available in the prevalent non-English languages for the particular service area. Written materials will also be made available in alternative formats upon request of the potential enrollee, enrollee or enrollee's representative, at no cost. Auxiliary aids and services will also be made available upon request of the potential enrollee, enrollee or enrollee's representative at no cost. Enrollee materials will comply with Oregon Health Authority's (OHA's) formatting and readability standards in OAR 410-141-3585 and 42 CFR §438.10. Written materials will include taglines in the prevalent non-English languages in 18-point font, as well as large print, explaining the availability of written translation or oral interpretation (including American Sign Language) to understand the information provided, how to request auxiliary aids and services for members who have Limited English Proficiency (LEP) or a disability, as well as alternate formats at no cost, and the toll-free and TTY/TDY telephone number of the Dental Subcontractor's member services team.
 - a. Preferred spoken language of non-English-speaking enrollees which has been included in the 834-enrollment file supplied by the CCO is communicated to network providers through the online Dental Subcontractor provider portal.
 - b. During business hours, the Dental Subcontractor shall provide access to qualified or certified interpreters who can interpret in the primary language of each non-English-speaking enrollee, including American Sign Language. Such interpreters shall be capable of communicating in English and in the primary language of the enrollee and be able to interpret dental information effectively.
 - i. Refer to the [Interpreter Services Flyer](#) on the Provider Portal for direction on how to access interpreter services for members with Limited English Proficiency (LEP).
 - ii. There shall be no charge to the enrollee for interpreter services.
 - iii. For a list of current OHA qualified or certified interpreters providers can visit the Health Care Interpreter Registry at <https://hciregistry.dhsoha.state.or.us/>. However, Dental Subcontractor will only pay for interpreter services provided through its contracted vendors as identified on the Interpreter Services Flyer.
2. When conducting eligibility verification, providers shall determine if an enrollee requires interpretation services based on the language flag status in the Dental Subcontractor provider portal. Providers shall document the enrollee's request or refusal of interpretation services from

an OHA qualified or certified interpreter. Providers shall ensure that all interpretation services are provided by OHA qualified or certified interpreters. If an enrollee's preference is that a friend/family enrollee/provider office staff/provider deliver interpreter services, the refusal of OHA certified or qualified interpreter services must be documented. It is the providers responsibility to maintain documentation of interpreter services declined by enrollees.

3. The Dental Subcontractor shall require that telehealth services offered by network providers must be culturally and linguistically appropriate for enrollee needs.
4. Language access services also applies to member representatives, family members and caregivers with hearing impairments or limited English proficiency who need to understand the member's condition and care.
5. Providers shall, with prior notice (from enrollee or Dental Subcontractor), be prepared to meet the special health care needs of visually and hearing-impaired enrollees.
6. The Dental Subcontractor shall ensure that enrollees with difficulty communicating due to a medical condition, who need accommodation due to a disability, or who have limited English proficiency, living in a household where there is no adult available to communicate in English or there is no telephone are provided care and have communication options available to them.
7. Alternative format for enrollee materials (such as braille, large print and audio) are available upon request.
8. Electronic versions of member materials shall be made available on the Dental Subcontractor website and provider directories in a form that can be electronically retained and printed, available in a machine-readable file and format, is searchable and Readily Accessible. For any required member education materials on the Dental Subcontractor website, the member is informed that the information is available in paper form without charge upon request to Members and Member representatives, and the Dental Subcontractor shall provide it upon request within five business days.

DEFINITIONS

“Prevalent Non-English Language” means all non-English languages that are identified during the eligibility process as the preferred written language by the lesser of five percent of the applicable CCO's total OHP enrollment or one thousand of the applicable CCO's OHP enrollment.

REFERENCES

410-141-3585 MCE Member Relations: Education and Information
410-141-3590 Member Rights & Responsibilities

FORMS AND OTHER RELATED DOCUMENTS

[Interpreter Services Flyer](#)

Revision History

| Date: | Description |
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| 01/09/2026 | New policy implementation (Information previously located in policy PLANCG-01 Accessibility of Services). |
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