

2024 Cultural Awareness and Linguistics Resources

Blue Shield of California Promise Health Plan (“Blue Shield Promise”) provides Medicaid benefit plans to eligible applicants within Los Angeles and San Diego counties and is committed to offering network providers training on cultural competency, bias, equity, diversity, inclusion, and more, including translation and interpretation services. Information supporting this effort is also available to our Blue Shield Promise plan members. Below you will find a list of helpful resources.

Cultural And Linguistic Information, Resources, and Training

Blue Shield Promise is dedicated to reducing healthcare disparities that exist among cultural minority groups within our communities. To help increase knowledge and awareness of culturally and linguistically appropriate services (CLAS), we encourage you to attend the free accredited e-learning program described below, which provides continuing education units (CEU) credits for physicians, physician assistants, nurse practitioners, and any other direct service providers interested in learning about CLAS.

Cultural Competency Training

- [A Physician’s Practical Guide to Culturally Competent Care](#), is an e-learning program available via the U.S. Department of Health & Human Services website. This training covers the fundamentals of CLAS, communication skills, and language assistance, including how to work effectively with an interpreter, and more. Please visit their [website](#) to access this free online training for healthcare providers.
- Additional training is available online on our [Cultural Awareness and Linguistics Program](#) page at blueshieldca.com/promise.

Update Your Information via Provider Connection

[Log in](#) to our Provider Connection website at blueshieldca.com/provider to easily and securely update your information for Blue Shield Promise’s provider records and share your race, ethnicity, and language information with us. This information helps us support our members’ specific cultural needs and language preferences within our network. Your supplied information is displayed in our [Find a Doctor](#) online provider directory for members.

Demographics and Language Services

Blue Shield Promise may share individual patient language preference data directly with providers. We share member data on the service area populations obtained from the top threshold languages and the U.S. Census data for the state of California to bring awareness of the language needs of our members. This may help you support your patients and reduce healthcare disparities. Blue Shield Promise provides patient materials in the threshold languages listed below that you can share with your patients, according to their preferences.

Blue Shield Promise Member Threshold Languages*:

Los Angeles County		San Diego County	
English	Chinese	English	Farsi
Spanish	Russian	Spanish	
Vietnamese	Korean	Vietnamese	
Arabic	Khmer	Arabic	
Tagalog	Farsi	Tagalog	
Armenian		Chinese	

(*) Thresholds languages: spoken by 5% of our members or 1,000 individuals, whichever is less.

California population language data from the United States Census is available online at [U.S. Census Bureau QuickFacts: California](#)

To request interpreter services, written language translation, or our provider notice of availability of language assistance services, please call our Provider Customer Service Department at (800) 468-9935, 6 a.m. to 6:30 p.m., PT, Monday through Friday or visit the Language Assistance Resources webpage on our website, blueshieldca.com/promise.

Multilingual Resources

Our member-facing [Blue Shield Promise website](#) is offered in multiple language formats. Members can click the global icon located on the top left corner of our homepage to select their desired threshold language.

- Members can request confidential information using multilingual request forms on our [Confidential Communication Request](#) webpage.
- Our downloadable Grievance Form includes an attached notice of the availability of language assistance services translated into 17 languages.

Blue Shield Promise [Medi-Cal Appeals and Grievance Form](#)

- We are committed to complying with state and federal civil rights laws regarding requirements. We also offer language assistance services at no additional cost – so that our members can get the language or format that is most accessible for them. You can get our view and download Blue Shield Promise’s [Nondiscrimination and language assistance notice](#) in multiple languages on from our website at blueshieldca.com/promise.
- Links to member-facing documents outlining language assistance resources and the appropriate Non-Disclosure Notice for Blue Shield Promise Medi-Cal members are included on page three (3) of this document. The documents are available at those links to download, post in your provider office and/or give to members, as needed.

Where to view and download non-discrimination notices and language assistance documents on the Blue Shield Promise website at blueshieldca.com/promise.

Member plan type	Links to documents
Medi-Cal Los Angeles County	Non-discrimination notice: Nondiscrimination and language assistance notice Blue Shield of CA Promise Health Plan (blueshieldca.com)
	Multi-language printable sign: A52631MDC-LA-0422-Medi-Cal-LAN-Language-Assistance-Notice.pdf (blueshieldca.com)
Medi-Cal San Diego County	Non-discrimination notice: Nondiscrimination and language assistance notice Blue Shield of CA Promise Health Plan (blueshieldca.com)
	Multi-language printable sign: A52631MDC-SD-0422-Medi-Cal-LAN-Language-Assistance-Notice.pdf (blueshieldca.com)