

PROVIDER Bulletin



KERN HEALTH SYSTEMS

July 24, 2024

Language Assistance Bulletin

Dear Provider,

Kern Health Systems (KHS) is committed to providing quality health care to our culturally and linguistically diverse member population. To assist providers in providing the best possible service to our members, KHS:

- Shares member preferred language with each provider
- Provides telephone, in-person and video remote interpreting services.
- Shares Kern County and our members' language profile with all providers, annually
- Provides a language assistance resource to all providers
- Offers providers training on the provision of KHS's language services

Tips for Effective Interpretation

- | | |
|--|--------------------------------------|
| • Speak slowly | • Ask patients to repeat back to you |
| • Use simple words and avoid jargon | important information |
| • Repeat important information | • Be aware and attentive |
| • Avoid technical language (if possible) | • Ask one question at a time |
| • Give information in small chunks | • Don't make assumptions |

Telephone, In-Person and Video Remote Interpreting Services

Telephone interpreting is available 24 hours a day, 7 days a week. In-person and video remote interpreting services must be scheduled at least 5-7 days in advance of an appointment through KHS' Member Services Department.

Contact Information

Providers can contact KHS Member Services Department at 1-800-391-2000 Monday – Friday during normal business hours to connect with one of our interpreting services.

After normal business hours a Provider should follow the steps below to connect with one of our interpreting services:

- Call 1-800-391-2000
- Select option 2 for the Advice Nurse Line
- Select option 3 to access an interpreter
- Inform the Advice Nurse Line of the need for an interpreter and you will be connected to an interpreter

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Kern County and KHS Member Language Profile

Language Categories	County Number	County Percentage*	Internal Number	Internal Percentage
English	460,128	54%	280,168	69.2%
Spanish	339,984	39.9%	122,125	30.2%
Asian and Pacific Island	25,562	3%	This data is broken down below for KHS. County data is not broken down any further than Asian and Pacific Island.	
Tagalog	N/A	N/A	472	0.12%
Vietnamese	N/A	N/A	327	0.08%
Korean	N/A	N/A	88	0.02%
Thai	N/A	N/A	17	<0.01%
Chinese	N/A	N/A	15	<0.01%
Laotian	N/A	N/A	12	<0.01%
Japanese	N/A	N/A	4	<0.01%
Samoan	N/A	N/A	3	<0.01%
Punjabi	N/A	N/A	0	0%
Other Indo-European	17,042	2%	This data is broken down below for KHS. County data is not broken down any further than Other Indo-European.	
Arabic	N/A	N/A	721	.18%
Russian	N/A	N/A	32	<0.01%
Armenian	N/A	N/A	17	<0.01%
French	N/A	N/A	6	<0.01%
Turkish	N/A	N/A	4	<0.01%
Polish	N/A	N/A	2	<0.01%
Remainder of % to total 100% falls in the unknown category (no data)				

Language Assistance Resource

KHS provides Point to language ID card to all providers. This card is accessible at the link below:

- <https://res.cloudinary.com/dpmkpsih/image/upload/kern-site-353/media/1535/lls-desktop-display-to-e-mail-2.pdf>

If you need a printed copy of the Point to Language ID Card, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt #5.

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Member Preferred Language

Providers can access an individual member's profile including their preferred language via the Provider Portal. The Provider Training document below outlines the steps to access this information. The Provider Portal is located:

- [Kern Provider Portal \(kernfamilyhealthcare.com\)](https://kernfamilyhealthcare.com)

Provider Training on the Provision of KHS's Language Services

KHS offers training to all providers on the provision of language services. The training is accessible at the link below:

- [provider-access-and-availability-of-language-services_2024.pptx \(live.com\)](https://kernfamilyhealthcare.com/provider-access-and-availability-of-language-services_2024.pptx)

Additional training and resources are available under the KHS Provider Resources webpage, please see link below:

- <https://www.kernfamilyhealthcare.com/providers/provider-resources/cultural-and-linguistic-services/>

KHS posts all bulletins on the KHS website, www.kernfamilyhealthcare.com, choose Provider, then Bulletins.

If you have any additional questions, please contact your Provider Relations Representative at 1-800-391-2000, silent prompt #5.

Sincerely,

Kristie Onaindia
Provider Network Manager
Kern Health Systems