



# Memorandum

To: Gold Coast Health Plan Providers and Subcontractors

From: Lupe González, PhD, MPH  
Director of Health Education, Cultural and Linguistics Services

Date: June 8, 2022

Re: **All-Plan Letter 22-022, Alternative Format Selection for Members with Visual Impairment**

On March 17, 2022, the state Department of Health Care Services (DHCS) released [All-Plan Letter 22-022](#), "Alternative Format Selection for Members with Visual Impairment," which gives information about DHCS' process to ensure effective communication with members with visual impairment or other disabilities requiring alternative formats of written materials.

The APL provides guidance and technical assistance for providers and subcontractors on the regulatory requirements for processing requests for alternative formats of member information.

Gold Coast Health Plan (GCHP) has received a list of members who have requested information in alternative formats, including large font, Braille, audio, and CD. The list is currently being reviewed by GCHP and will be made available to providers and subcontractors. GCHP will provide appropriate auxiliary aids and services to members with disabilities. GCHP will adhere to the member's primary consideration of auxiliary aid needed.

If you would like training on alternative format selection and auxiliary aids, please contact the Cultural and Linguistics Department at 1-805-437-5603.