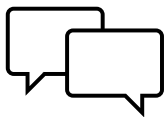




**Provider Bulletin No 206**

**AETNA BETTER HEALTH® OF MICHIGAN**

TO: Providers  
FROM: Provider Experience Team  
DATE: May 13, 2022  
SUBJECT: Meeting our Members' Language Needs



**Meeting our Members' Language Needs**

Dear Provider,

Aetna Better Health of Michigan's (ABH MI) membership is spread over 16 counties in the state of Michigan with the highest percentage of membership predominantly in Wayne County, followed by Oakland, Macomb, Kalamazoo and Jackson Counties. Our membership is diverse, and while the majority of our members have English as their primary language, we'd like to provide you an overview of other languages spoken by our members. As indicated by the chart below, Spanish is the prevalent non-English language spoken by members of ABH MI, followed by Arabic.

Language	2021	
	N = 62,695	
	Count	%
ENGLISH	61,819	98.6%
SPANISH	300	0.40%
ARABIC	297	0.04%
No Language	149	0.20%
BENGALI	39	0.04%
ALBANIAN	23	0.01%
FRENCH	9	0.01%
UNKNOWN	8	0.01%

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1-866-316-3784



Language	2021	
	Count	%
VIETNAMESE	8	0.01%
URDU	6	0.01%
CHINESE	8	0.01%
POLISH	6	0.01%
PUNJABI	5	0.01%
KOREAN	8	0.01%
RUSSIAN	3	0.01%
SWAHILI	2	0.01%
ARMENIAN	1	0.00%
CZECH	1	0.00%
HINDI	1	0.00%
LAO	1	0.00%
THAI	1	0.00%

If you are in need of translation or interpretation services for your patients, please contact our Member Services Department at:

Medicaid - **1-866-316-3784**, (TTY **711**)

Duals – **1-855-676-5772 (TTY: 711)**

For complete information on languages spoken in specific areas of Michigan, please visit <https://statisticalatlas.com/state/Michigan/Languages>

- If a member requests interpretation services, Member Service Representatives will assist the member via a three-way call to the Language Line to communicate the member’s native language
- For outgoing calls, Member Service’s staff dials the Language Line and uses an interactive voice response system to conference with a member and the interpreter
- For face-to-face meetings, our staff (e.g., Care Managers) can conference in an interpreter to communicate with a member in their home or another location
- When you need interpreter services and cannot access them from your office, call us to connect with a Language Line interpreter

Upon member request, we’ll make all written materials accessible to visually or hearing-impaired members, including:

- Braille
- Audiotapes

**AetnaBetterHealth.com/Michigan**

MI-2022-05-13

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- Large print
- CD or DVD
- Sign language interpreters
- TTY services or Michigan Telecommunication Relay Service at 711. We include appropriate instructions on all materials about how to access or receive assistance with accessing desired materials in an alternate format.

To access the online cultural competency course, please visit <https://thinkculturalhealth.hhs.gov/education>.

To increase health literacy, the National Patient Safety Foundation created the Ask Me 3® Program. Aetna Better Health of Michigan supports the Ask Me 3® Program, believing it to be an effective tool to improve health communication between members and providers.

### Limited English proficiency and alternate methods of communication

Our policies conform to the federal government's limited English proficiency (LEP) guidelines. These guidelines state that programs and activities normally provided in English must be accessible to LEP persons at no cost. Services must be provided in a culturally effective manner to all members, including those:

- With LEP or reading skills
- With diverse cultural and ethnic backgrounds
- Who are deaf or hard of hearing
- Who are homeless
- With physical and mental disabilities

To ensure members' privacy, you must not interview members about medical or financial issues within hearing range of other patients.

### Compliance with federal and state requirements

We make certain that LEP members and member who are deaf or hard of hearing have access to health care and benefits by providing a range of language assistance services at no cost to the member or the provider. We offer translation and interpreter services including American Sign Language to providers and members free of charge.

**[AetnaBetterHealth.com/Michigan](https://www.aetna.com/betterhealth/michigan)**

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We strongly encourage using professional interpreters, rather than family or friends, as the member may wish to keep their state of health and treatment plan private. In addition, using a family member or friend doesn't ensure an accurate translation and could lead to multiple office visits.

We offer, interpretation services through the Language Line. The Language Line employs trained and qualified professionals who are well versed in medical terminology. They provide telephonic interpretation in over 175 languages. You can make arrangements in advance for personal interpreters.

Call 1-866-316-3784, (TTY 711) to learn more about these services. In addition, we have bilingual staff to assist LEP members. Member materials, such as the member handbook, are available in English and Spanish. Members can also request materials in another language or format.