



Identifying and Meeting the Language Preferences of Health Plan Members

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E09112018-MMCO)

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Activity Information

Activity Description

Over 1.8 million individuals dually-eligible for Medicare and Medicaid speak a language other than English at home or do not speak English fluently.[1] Limited English Proficiency (LEP) is associated with lower quality of care and decreased access to health care services.[2],[3] Health plans serving dually-eligible beneficiaries can play a key role in identifying and communicating language preferences to front-line staff and providers in their network to help remove language barriers to care.

This webinar provides an overview of strategies health plans can use to assess and meet diverse language preferences. Speakers share strategies for collecting language preference data and examples of how plans use this data to inform health plan operations, such as providing translation and interpretation services. Speakers also share strategies for hiring and training health plan staff to provide linguistically and culturally-competent services.

Please click below to access the recorded webinar:

<https://resourcesforintegratedcare.com/node/454>.

[1] Proctor, K., Wilson-Frederick, S. M., & Haffer, S. C. (2018). The Limited English Proficient Population: Describing Medicare, Medicaid, and Dual Beneficiaries. *Health Equity*, 2(1), 82-89. Retrieved from: <https://www.liebertpub.com/doi/full/10.1089/heq.2017.0036>.

[2] Ibid.

[3] Centers for Medicare & Medicaid Services. Providing Language Services to Diverse Populations: Lessons from the Field. Retrieved from: <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Lessons-from-the-Field-508.pdf>.

Target Audience

This activity is designed for all health care professionals.

Learning Objective

By the end of this activity, participants should be able to:

- Recognize the need for identifying and meeting language needs of members with Limited English Proficiency (LEP)
- Identify a variety of methods for collecting member language preferences, such as using data provided by the state or health plan-generated data
- Recognize approaches to meeting language needs, including translation and interpretation services
- Identify strategies for hiring and training health plan staff to provide linguistically and culturally competent services

Participation

Watch the recorded webinar linked to in the *Activity Description* section of this document, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the end of this document.



Speaker Bios & Disclosures (alphabetical by last name)

No one in a position to control the content of this activity has anything to disclose. All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Albert Cardenas, presenter, has over 20 years of experience in healthcare and Medicare managed care and has extensive experience interacting with health plan members and a good understanding of members' needs. Mr. Cardenas has been employed as the Director of the Medicare Customer Service Call Center, Cultural and Linguistic, and Enrollment and Reconciliation Departments for CalOptima, a Medicare Special Needs Plan and Medicare Medicaid Plan Sponsor, since October 2011. He was employed as the Manager of the Medicare Customer Service Call Center from November 2012 through October 2015.

Darci L. Graves, MPP, MA, MA, presenter, serves as the Special Assistant to the Director of the Office of Minority Health at the Centers for Medicare & Medicaid Services (CMS). In this role, Ms. Graves assists with the coordination and implementation of priority office-wide programs, policies, and products. She also provides subject matter expertise in areas such as culturally and linguistically appropriate services, cancer, health disparities, and health equity.

Ms. Graves has nearly 20 years of professional and academic experience in the fields of cultural and linguistic competence and health education. She began her career as a Faculty Member at the University of Missouri-Kansas City School of Medicine, where she aided in the development, implementation, and management of diversity, spirituality, communications, and geriatrics curricula. Ms. Graves has continued to write and work in the area of cultural and linguistic competency as it relates to public safety, disaster preparedness and response, language access, and domestic violence.

Ms. Graves earned a Master of Public Policy degree from the University of Missouri-Kansas City and a Master of Arts degree in Communication from Missouri State University. She also earned a Master of Arts degree in Religion and Sociology from the University of Maryland Baltimore County.

Caroline Loeser, BS, developer/planner, is a Research Consultant at the Lewin Group. Ms. Loeser brings expertise related to technical assistance, program support, and developing products for providers serving individuals with severe mental illness and substance abuse. At Lewin, Ms. Loeser supports several Federal contracts with the Centers for Medicare & Medicaid Services (CMS). Her current work focuses on providing technical assistance and performing qualitative data analysis for the Health Care Innovation Awards Round Two (HCIA2). In addition, Ms. Loeser supports Lewin in engaging subject matter experts and key informants to shape products, resources, and tools for providers who serve Medicare-Medicaid enrollees.

Ms. Loeser earned a Bachelor of Science degree in Public Health and Tropical Medicine from Tulane University.

Marta Pereyra, MSW, MA, LCPC, presenter, has 25 years of experience in mental health and nonprofit management. Ms. Pereyra has served as the Executive Director of the Coalition of Limited English Speaking Elderly (CLESE) for the past 10 years. In her capacity as a Executive Director of CLESE, she manages the network of home and community-based services minority

providers, and was instrumental in creating CLESE care coordination language access assistance services for health plans in Illinois. Ms. Pereyra presents on ethnic diversity and aging issues and has developed cultural competency training for various audiences, including health plans. In addition, Ms. Pereyra served as a Member of CLESE Board of Directors for four years before joining its staff.

Prior to joining CLESE, Ms. Pereyra served as the Director of Clinical Services at the Polish American Association. In this role, she implemented a variety of programs addressing the needs of older minority adults and conducted cultural competency training. She also served as a Counselor for the Lutheran Social Services of Illinois. This position established her career in the field of mental health and provided her with experience addressing a broad array of mental health needs among culturally diverse communities in Chicago, Illinois. Ms. Pereyra has been sharing her experience and knowledge of issues of aging and policy during national conferences.

Ms. Pereyra earned a Master of Social Work degree from Loyola University Chicago and a Master of Arts degree in Clinical Psychology from the University of Gdansk in Poland.

Continuing Education Credit Information

Continuing Education Credit

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 Continuing Education Units (CEUs) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on September 11, 2020.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credit for this enduring activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

Already have an account with the MLN LMS?

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Don’t have an account with the MLN LMS?

Accessing the LMS/registering if you have NO account

- Need step by step instructions with screen shots?
- Forgot your password?
- Want to edit your account information?

How do I create an account?

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Select “Need an Account?”
3. Enter information for all the required fields (those with asterisks)

***NOTE:** Your login ID is case sensitive. Your password must include at least the following:

Eight characters

- One number
- One lowercase letter
- One uppercase letter
- One of the following six symbols: ! @ \$ % & ?

You may select “Other” for the “Health Care Provider” and “Health Care Facility Type” fields. You may select “Other” or “None” for the “Association” field, if you are not associated with an association or your’s is not listed.

4. At the “Select Organizations” screen, type “CMS” in the “Find Organization” field, and select “Search.” Select “CMS-MLN Learners Domain – Organization,” and select “Save”
5. Complete the “Time Zone,” “Region,” and “# of Records (per page)” fields
6. Select “Create” to create your LMS account
7. A verification code will be sent to your email address that was used to create the new account. Enter the code and select “Go”

Add MLN@cms.hhs.gov to your address book to prevent MLN communications from going to your spam folder.

Finding the Post-Assessment

1. Log In at <https://learner.mlnlms.com>
2. Enter title **“Identifying and Meeting the Language Preferences of Health Plan Members”** in the “Browse Catalog” box. If you do not see the “Browse Catalog” box, you will need to open your browser more
3. Click on the title in the dropdown, scroll to the bottom of the page
4. Click “Enroll,” scroll to the bottom of the page
5. Click “Access Item,” scroll to the bottom of the page
6. Click “Post-Assessment,” open item

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation. [Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMSCE Program Policies

[Please click here for CMSCE Program Policies.](#)

CMS Privacy Policy

[Please click here for CMS’ Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at [CMSCE@cms.hhs.gov via email](mailto:CMSCE@cms.hhs.gov).

