



We heal and inspire the human spirit.

To: All IEHP Providers

From: IEHP – Health Equity

Date: November 19, 2024

Subject: **2024 Member Language Demographics Survey Results: Free Interpreter Services Available**

We conduct an annual **Member Language Demographics Survey** to provide awareness to our Providers and community of our Members’ language needs as a best practice to remove linguistic barriers and health inequities and to anticipate potential needs for interpreter services.

Please remember, **FREE** Interpreter Services are a benefit for all IEHP Member appointments.

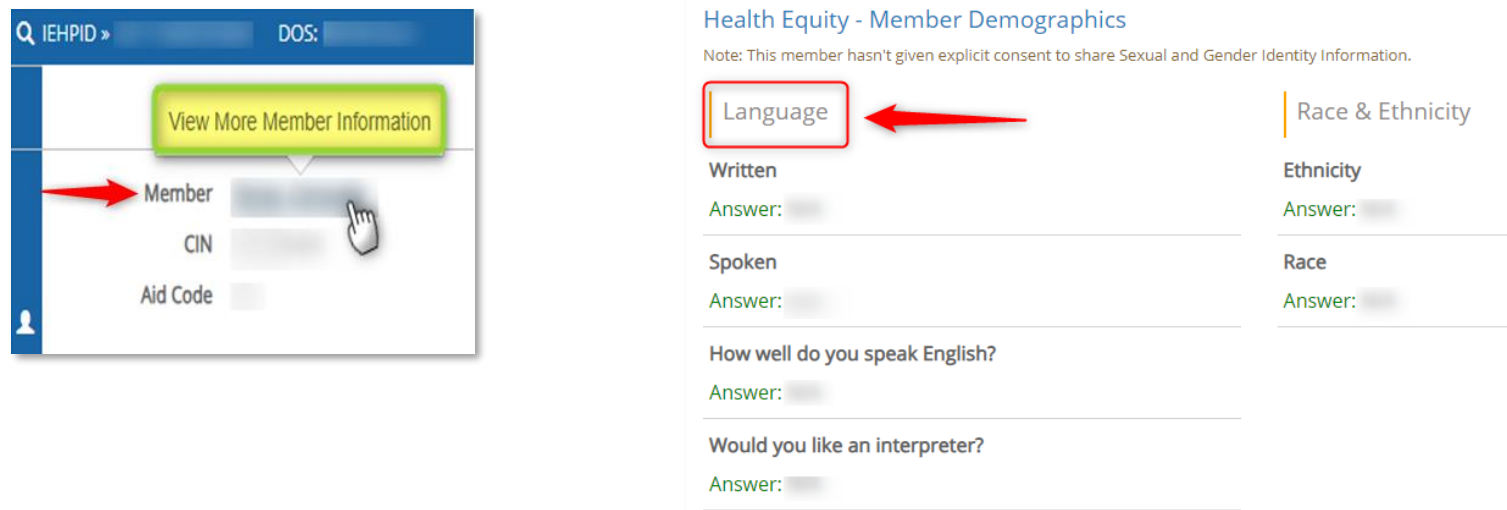
Member Language Demographics Survey Results:

Member Region	English by %	Spanish by %	Vietnamese by %	Mandarin by %	Cantonese by %	Other by %
Corona/Temecula/Hemet	80.01	18.85	.31	.62	.13	.08
High Desert	83.35	16.47	.09	.04	.02	.03
Low Desert	65.41	34.37	.13	.04	.01	.03
Mohave Valley	97.89	2.11	0.00	0.00	0.00	0.00
Out of Area	88.85	10.10	.41	.37	.06	.21
Palo Verde Valley	85.06	14.88	.02	.03	0.00	.02
Riverside Proper	69.62	29.83	.34	.14	.03	.04
San Bernardino Proper	73.37	25.98	.35	.20	.04	.06
West San Bernardino	76.01	19.98	.64	2.70	.44	.23

A global view of our Member language demographics emphasizes the importance of your response to our bi-annual network verification form where can update the languages spoken by your staff and fluency. The accuracy of spoken languages at your office is vital for our Members!

How to verify the Primary Language of Members

When verifying Member eligibility, click on the Member's name to open their Health Equity Demographics



How to Request an Interpreter

If you do not have **certified** interpreters on staff who speak the Member's preferred language, call IEHP Member Services at (800) 440-IEHP (4347) or 711 for TTY.

- **In-Person Interpreter Requests:** Please ask IEHP a minimum of **five (5) working days** in advance for an interpreter for a routine appointment.
- All requests for interpretation services must be scheduled and authorized by IEHP.
- **Members are NOT required nor encouraged to use family members or friends** as interpreters during medical appointments, unless specifically requested.
- **Minors should NOT be used as interpreters** (unless it is a medical emergency, and no one else is available to interpret).
- For **after-hours** telephone interpreter services, call IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347) or 711 for TTY.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347 or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices