

LANGUAGE ASSISTANCE SERVICES

HOW CIGNA SUPPORTS YOUR EMPLOYEES



Cigna offers Language Assistance Services at no additional cost for your employees and their family members covered by Cigna with limited English proficiency (LEP) to help improve communication and health outcomes.

Language services offered through certified staff members and professional vendors help Cigna customers with LEP to:

- Gain better access to their health care coverage through increased engagement.
- Obtain health and benefit information in their preferred language, which helps reduce health disparities.
- Improve their overall health by reducing and addressing language barriers that lead to adverse health effects.

How Cigna ensures compliance with the law



Access to **bilingual staff** members that have passed an oral proficiency assessment.



Written translation of health and benefit related documents in more than 240 languages including Braille, large print, alternative fonts, and audio at the request of the customer.*



Adherence to state and federal laws that apply to notices regarding the availability of free language assistance services, nondiscrimination rights, and how to file a complaint.



Access to qualified **professional interpreters** that have knowledge of medical terminology and can explain health care benefits in the employee's preferred spoken language.

*For all other translations requests, including specialized customer needs, please contact your Cigna representative for details on potential costs and translation processing timelines.

Interpretation Services

Options for Cigna customers to access interpretation services include:

- **By phone:** Free interpreter services are available by phone in more than 240 languages, **24/7**. They simply call the number on their Cigna ID card or call Cigna Customer Service at **1.866.494.2111**.
- **In person:**
 - Cigna coordinates and provides accommodations for face-to-face interpreters, including American Sign Language, in our direct care operations, such as wellness centers, onsite services, and home care visits through Alegis Care, at no cost to the Cigna customer. Because these services must be arranged in advance, the need for language assistance services should be indicated when they schedule their appointment.
 - **Video Remote Interpretation (VRI):** real time, convenient virtual interpreting services using a smartphone, tablet, or laptop for virtual care when in-person services are not an option.

Client face-to-face interpreter services

Clients may request a face-to-face interpreter for events such as health fairs and enrollment meetings to accommodate the language needs of your employees and their family members who are covered by Cigna.

To learn more about language services at a client event, including how to request a face-to-face interpreter, please contact your Cigna representative for details and potential costs.

State Laws for Interpreter Services

California

In California, Cigna provides free professional telephonic interpreter services to your employees, their covered dependents, and their health care providers in the health care setting.

Under special circumstances, face-to-face interpreters may be provided to Cigna customers who are eligible for the California Language Assistance Program (CALAP) upon their request or the request of a health care provider. These circumstances may include:

- › Sensitive topics such as end-of-life conversations, or complex medical procedure preparation such as a kidney transplant
- › Legal issues
- › Customer requires an in-person demonstration (e.g., how to use an insulin pump or glucometer)
- › Customer or provider feels that the telephonic services did not meet the needs of their situation
- › Cultural issues



New Mexico

In New Mexico, Cigna customers have access to free professional telephonic and face-to-face interpreter services, including American Sign Language, in the health care setting.



Oregon

Oregon law requires health plans to provide free language assistance services to all customers situated in Oregon when utilizing teledentistry services. Cigna provides free interpreter services to all dental plan participants situated in Oregon who have limited English proficiency (LEP) or differing hearing abilities that qualify under the Americans with Disabilities Act (ADA) for sign language.

Questions?

If you have questions about the law or language assistance services, please contact your Cigna representative.

The Americans with Disabilities Act

The Americans with Disabilities Act (ADA) is a federal civil rights law that prohibits discrimination against individuals with disabilities in day-to-day activities, including accessing medical services and facilities.

Section 1557 of the Affordable Care Act (Nondiscrimination Provision)

Section 1557 of the Affordable Care Act (ACA), also referred to as the nondiscrimination rule, prohibits discrimination in health programs and activities on the basis of race, color, national origin, sex, age, or disability.

Under Section 1557, it is unlawful to delay or deny effective language assistance services to individuals with limited English proficiency (LEP). Covered entities, such as Cigna, are required to take reasonable steps to assist in providing language assistance services or written translations for LEP individuals who are eligible to be served in health programs and activities. Additionally, when language services are required, they must be provided free of charge and in a timely manner.

Together, all the way.®

