

## 2025 Cultural Awareness and Linguistics Resources

Blue Shield of California Promise Health Plan (“Blue Shield Promise”) is committed to advancing health equity by addressing healthcare disparities among diverse populations across our communities. We provide pertinent resources and information for members enrolled in Medi-Cal in Los Angeles and San Diego counties.

To support our network providers in delivering high-quality, culturally competent care, Blue Shield Promise offers a range of cultural awareness and linguistic resources. These include comprehensive training modules and access to language assistance services. Updates and guidelines are distributed periodically to ensure that providers remain informed about relevant policies and resources related to Blue Shield Promise benefits.

Your expertise and commitment as a healthcare professional are essential to our collective work of reducing disparities and delivering equitable care that is culturally and linguistically appropriate for all. We appreciate your ongoing dedication and collaboration in this crucial work. For further information and access to additional tools and resources, please refer to the list below.

### Update your information via Provider Connection

[Log in](#) to our Provider Connection website at [blueshieldca.com/provider](https://blueshieldca.com/provider) to easily and securely register and/or update your information for Blue Shield Promise’s provider records. Please share your race, ethnicity, and language information with us. This information helps us support our members’ specific cultural needs and language preferences within our network. We will display your supplied information in our [Find a doctor](#) online provider directory for members.

### Cultural Competency Training

- [A Physician’s Practical Guide to Culturally Competent Care](#) is an e-learning program available via the U.S. Department of Health & Human Services website. This training covers the fundamentals of culturally and linguistically appropriate services (CLAS), communication skills, and language assistance, including how to work effectively with an interpreter, and more. Please visit their [website](#) to access this free online training for healthcare providers.
- Network providers, subcontractors, and downstream subcontractors are required to complete the mandatory *Advancing Health Equity* training, as outlined in [All Plan Letter 24-016: Diversity, Equity, and Inclusion \(DEI\) Training Program Requirements](#).
  - Providers are required to complete the training within 90 days of their start date. Ongoing training is required during times of recredentialing or contract renewals.
  - Those required to complete the *Advancing Health Equity* training will receive an email notification with a link to register for, and complete, the course.

[blueshieldca.com/promise](https://blueshieldca.com/promise)

- All subcontractors, downstream subcontractors, and network providers of health care to Blue Shield Promise members must complete the training by January 1, 2026.
  - Blue Shield Promise staff will monitor training completion, note any deficiencies, and maintain a record for regulatory reporting.
  - *All Plan Letter 24-016* requires Blue Shield Promise to monitor grievances related to discrimination and enforce corrective action for individuals with a grievance filed against them.
  - If you have any questions regarding the mandatory training requirements, please contact us at [BSPHealthEquity@blueshieldca.com](mailto:BSPHealthEquity@blueshieldca.com).
- Additional training is available online on our [Cultural Awareness and Linguistics Program](#) page.

## Demographics and Language Services

Blue Shield Promise may share individual patient language preference data directly with providers. We share member data on the service area populations obtained from the top threshold languages and the United States Census data for the state of California to bring awareness of the language needs of our members. This may help you support your patients and reduce healthcare disparities. Blue Shield Promise will translate certain documents that are important for accessing covered services and benefits into the threshold languages listed below.

### Blue Shield Promise Member Threshold Languages\*

Language	Los Angeles	San Diego
Arabic	x	x
Armenian	x	
Chinese	x	x
English	x	x
Farsi	x	x
Khmer	x	
Korean	x	
Russian	x	x
Spanish	x	x
Tagalog	x	x
Vietnamese	x	x

\*Thresholds languages are defined as all languages other than English that are spoken by 5% of our member population or 1,000 individuals, whichever is less. These are also County threshold languages identified by the Department of Health Care Services (DHCS).

California population language data from the United States Census is available online at [U.S. Census Bureau: California](#)

To request interpreter services, written language translation, or our provider notice of availability of language assistance services, please call our Provider Services Department at (800) 468-9935, 6 a.m. to 6:30 p.m. PT, Monday through Friday, or visit the [Language Help and Interpreter Resources](#) webpage on our website at [blueshieldca.com/promise](https://blueshieldca.com/promise).

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## Language Assistance Resources (Translation and Interpretation)

Providing services that support diverse languages is one way that Blue Shield Promise helps to address potential barriers to accessible health care. We provide documents and telephonic support in a variety of languages to improve access to health care services for our health plan members.

Additionally, we provide language assistance resources that are available to easily download from our website, such as a multilingual sign for your office and member forms that are already translated into a member's preferred threshold language.

To request interpreter services, please refer to the [Protocol for How to Access Interpreting Services](#). Providers can also call our Provider Services Department at (800) 541-6652, 6 a.m. to 6:30 p.m. PT, Monday through Friday or visit the [Language Help](#) page at [blueshieldca.com/promise](https://blueshieldca.com/promise).

## Multilingual Resources

Our member-facing [Blue Shield Promise website](#) is offered in multiple language formats. Members can click the global icon located on the top left corner of the home page to select their desired threshold language.

- Members can request confidential information using multilingual request forms on our [Confidential Communication Request](#) webpage.
- The online appeals and grievance forms, linked on the [Filing an appeal or grievance](#) page at [blueshieldca.com/promise](https://blueshieldca.com/promise), include an option for the member to select their preferred language.
- We are committed to complying with state and federal civil rights laws regarding requirements. We offer language assistance services at no additional cost so that our members can get the language or format that is most accessible for them. You can download Blue Shield Promise's [Nondiscrimination and Language Assistance Notice](#) in the language of your choice, choosing from the multiple languages available, at [blueshieldca.com/promise](https://blueshieldca.com/promise).
- Links to member-facing documents outlining Language Assistance resources and the appropriate Non-Disclosure Notice for Blue Shield Promise Medi-Cal members are included in this document (on page 4). These documents are available to download at no cost to your practice and can be posted in your healthcare provider office and/or given to members, as needed.

Where to view and download non-discrimination notices and language assistance documents on the Blue Shield Promise website at [blueshieldca.com/promise](https://blueshieldca.com/promise).

Member plan type	Links to documents
Medi-Cal Los Angeles County	Non-discrimination notice: <a href="#">Nondiscrimination and language assistance notice   Blue Shield of CA Promise Health Plan (blueshieldca.com)</a>
	Multi-language insert: <a href="#">A52631MDC-LA-0422-Medi-Cal-LAN-Language-Assistance-Notice.pdf (blueshieldca.com)</a>
Medi-Cal San Diego County	Non-discrimination notice: <a href="#">Nondiscrimination and language assistance notice   Blue Shield of CA Promise Health Plan (blueshieldca.com)</a>
	Multi-language insert: <a href="#">A52631MDC-SD-0422-Medi-Cal-LAN-Language-Assistance-Notice.pdf (blueshieldca.com)</a>