



2025 Cultural Awareness and Linguistics Resources

Cultural and Linguistic Information, Resources, and Training

Blue Shield of California ("Blue Shield") 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 Commercial HMO, PPO, POS, and EPO plans, including Covered California (California's health plan exchange), Medicare Supplement plans, and Life and Health insurance plans and with Medicare Advantage HMO and PPO plans.

To support our network providers in delivering high-quality, culturally competent care, Blue Shield 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 providers remain informed about relevant policies and resources related to Blue Shield benefits.

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

Update Your Information

[Log in](#) to our Provider Connection website at blueshieldca.com/provider to easily and securely register to create an account and/or update your information for Blue Shield's provider records and 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. Your supplied information is displayed in our [Find a doctor](#) online provider directory for members.

Cultural Competency Training

Blue Shield is committed to offering network providers training on cultural competency, bias, equity, diversity, inclusion, and more, including translation and interpretation services. We encourage you to attend the no-cost, accredited e-learning program, described below, that provides continuing education units credits for physicians, physician assistants, nurse practitioners, and any other direct service providers interested in learning about culturally and linguistically appropriate practices.

- [A Physician's Practical Guide to Culturally Competent Care](#), is an e-learning program available via the U.S. Department of Health and Services website. This training covers the fundamentals of culturally and linguistically appropriate services, communication skills, and language assistance, including how to collaborate effectively with an interpreter, and more. Please visit their [website](#) to access this free online training for providers.

Demographics and Language Services

Blue Shield 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 U.S. Census data for the state of California to bring awareness of the language needs of our members. This may help you support your patients with Blue Shield health coverage and help reduce healthcare disparities. Blue Shield will translate certain documents that are important to accessing covered services and benefits into the threshold languages listed below.

Blue Shield of California - Member Threshold Languages		
Product	Plan Type	Languages
Commercial	HMO	English, Spanish, Chinese (Traditional)
Commercial	PPO	English, Spanish, Chinese (Traditional), Korean
Covered CA/Exchange	HMO	English, Spanish, Chinese (Traditional), Korean
Covered CA/Exchange	PPO	English, Spanish, Chinese (Traditional), Korean
Medicare	H0504 (all IMAPD HMO PBPs)	English, Spanish, or Spanish Creole
Medicare	H2819-002, 003	English, Spanish, or Spanish Creole
Medicare	H4937-001 & 002	English, Spanish, or Spanish Creole
Medicare	H5928 (all PBPs)	English, Spanish, or Spanish Creole
Medicare	S2468 (all IPDP PBPs)	English, Spanish, or Spanish Creole
Medicare	H2819-001	English, Arabic, Armenian, Cambodian, Chinese-Traditional, Chinese-Simplified, Farsi, Korean, Russian, Spanish or Spanish Creole, Tagalog, Vietnamese
Thresholds languages are languages spoken by 0.75% of Commercial or Exchange members and 5% of our Medicare members or 1,000 individuals, whichever is less.		
Blue Shield of California member threshold languages as of June 2025		

California population language data from the United States Census is available online at [U.S. Census Bureau: California](https://www.census.gov/data/tables/2019/decennial/c2019-ca-lang.html)

To request interpreter services, written language translation, or our provider notice of availability of language assistance services, please call our Provider Customer Service Department at (800) 541-6652, 6 a.m. to 6:30 p.m., PT, Monday through Friday, or visit the [Language Assistance Resources](#) web page on this Provider Connection website, blueshieldca.com/provider.

Multilingual Resources

Language Assistance Resources (Translation and Interpretation)

Providing services that support diverse languages is one way that Blue Shield 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.

Our Blue Shield member-facing website, blueshieldca.com, is offered in multiple language formats. Members can click the global icon located on the top left corner on the home page to select their desired threshold language.

- Members can request confidential information using multilingual request forms available on our website at blueshieldca.com: [Confidential Communications Request](#).
- Members can download a [Medicare Grievance Form](#) or [Commercial and Exchange Grievance Form](#) which is available in multiple languages, by selecting a PDF or selecting an alternative language for the web page.
- We are committed to complying with state and federal civil rights laws regarding nondiscrimination. We also offer language assistance services at no additional cost so that our members can get the information they need in the language or in the format that is most accessible for them. You can view our [nondiscrimination notice and accessibility requirements](#) on our website at blueshieldca.com.
- Links to member-facing documents outlining Language Assistance resources and the appropriate Nondisclosure Notice for members, in accordance with the type of plan they have (commercial or Medicare) are included on page three (3) of this document. The documents are available at those links to download, post in your provider office and/or to give to members, as needed.

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

Member plan type	Links to documents
Commercial HMO and PPO plans, including Individual Family Plan (IFP), group plans, and Medicare Supplement plans	Member non-discrimination notice and language assistance information: for plans regulated by the Department of Managed Healthcare (DMHC): https://www.blueshieldca.com/content/dam/bsca/en/member/docs/A49726-DMHC-nondiscrimination-BSC.pdf
	Member non-discrimination notice and language assistance information: for plans regulated by the Department of Insurance (DOI): https://www.blueshieldca.com/content/dam/bsca/en/member/docs/A49727-DOI.pdf
Medicare Advantage and Medicare Prescription Drug plans	Non-discrimination notice: Microsoft Word - A20275MAD_0724 REF2040959 Nondiscrimination Notice (blueshieldca.com)
	Multi-language information document: Microsoft Word - A52631MAD_0724 REF2040959 Multi-language Insert (blueshieldca.com)
Medicare D-SNP plans	Non-discrimination notice: Microsoft Word - A20275MAD_0724 REF2040959 Nondiscrimination Notice (blueshieldca.com)
	Page where you can find the multi-language information document: Dual Special Needs Plan (D-SNP) documents Blue Shield Medicare (blueshieldca.com)