



Serving Members Better by Speaking Their Language

Membership Demographic and Interpreter Updates

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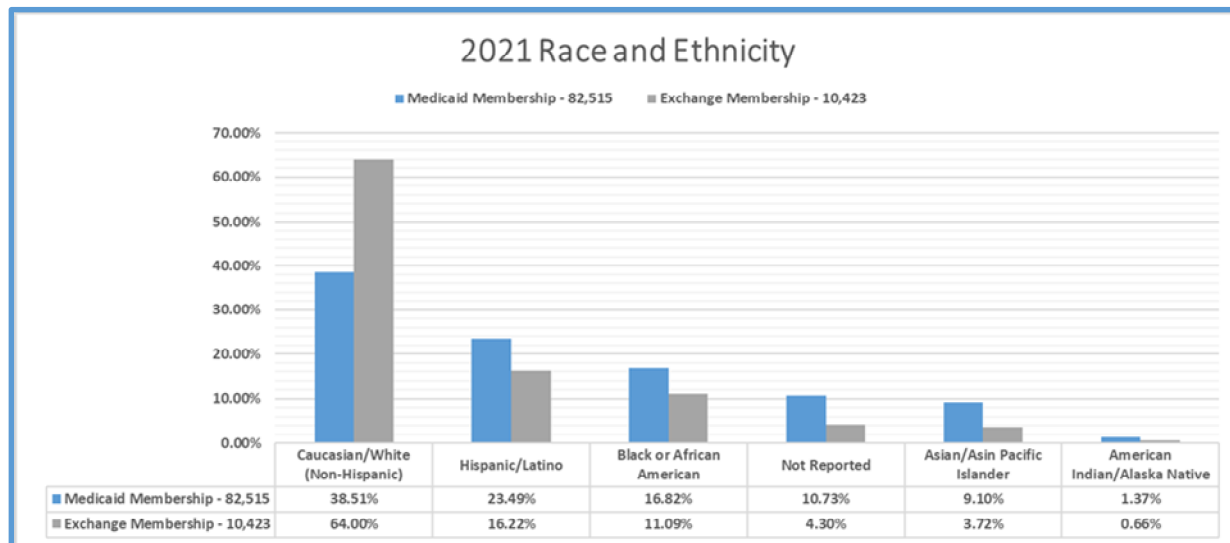
Dear Providers,

Treating the whole patient – not only their conditions – is a major component of delivering quality healthcare. SilverSummit Healthplan offers you information and tools to help make that possible.

Member Demographics And Our Members

SilverSummit Healthplan members speak more than 32 languages, and the population grows more diverse each year. In 2020, 68.8% of Nevada residents reported English as their preferred language, and 30.1% prefer another language, according to U.S. Census data. SilverSummit Healthplan also identifies 13 languages meeting a certain threshold among the population in 2021. SilverSummit Healthplan’s languages include: Spanish, Mandarin, Arabic, Cantonese, Farsi (Persian), Amharic, Vietnamese, Tagalog, Levantine Arabic, Brazilian Portuguese, Bulgarian, Serbian, Armenian, Korean, Russian, Cambodian, Burmese, Assyrian, Kurdish, Filipino, Haitian Creole, Ethiopian, Ukrainian, Gujarati, Punjabi, Tigrigna (Eritrea), Kirundi, Edo, Turkish, Cebuano, Japanese, French.

Membership Findings



Membership Breakdown

Reported Race & Ethnicity	2021 Member Reported Data	
	Medicaid	Exchange
Caucasian/White (Non-Hispanic)	31,773 38.51%	6,671 64.00%
Hispanic / Latino	19,379 23.49%	1,156 11.09%
Black or African American	13,876 16.82%	388 3.72%
Not Reported	8,853 10.73%	448 4.30%
Asian / Asian Pacific Islander	7,505 9.10%	1,691 16.22%
American Indian / Alaska Native	1,129 1.37%	69 0.66%

Working With Interpreters in Your Practice

To request an on-demand telephonic interpreter, please call 1-844-366-2880, TTY: 1-844-804-6086, Relay 711 and provide your patient's Member ID number. Not sure of your patient's language? Go to our website at www.SilverSummitHealthplan.com click on "Language Assistance" in the footer at the bottom of the page and have the member point to their language. If it's not listed, you can work with the interpreter service to identify the right language. You may also find out a patient's language by logging on to our provider portal and downloading your Patient List, or by contacting our Member Services department at the toll-free number located on the back of the member's ID card. Using the speakerphone function is recommended for communication efficiency between you, your patient and the interpreter.

All participating SilverSummit Healthplan providers are required to comply with certain interpreter requirements.

- Providers must ensure that bilingual staff who act as interpreters are qualified and meet the quality standards, which includes documentation that the staff member's proficiency was assessed.
- Patients can never be required to bring their own interpreters.
- Minors may not interpret, even if their parent or other relative consents, unless there is an emergency and there is not a qualified interpreter immediately available.
- An accompanying adult may interpret if the patient agrees and if it is appropriate to the situation.

Providers that use bilingual staff to communicate with patients must ensure that bilingual staff can interpret effectively, accurately, and to and from the language of the patient and English, using any necessary specialized vocabulary terminology and phraseology.

Providers are strongly encouraged to document in the medical record the use of family, friends and minors as interpreters. If an interpreter is offered and the patient declines, the provider should also document this in the medical record.

Reach out to your provider relations specialist with SilverSummit Healthplan to learn more about these requirements, and how you can use them to make your relationship with your patients stronger and more effective.

Thank you,
SilverSummit Healthplan
