

53876 Cultural and Linguistic Requirements

(a)

Each plan in a designated region shall implement and adhere to the cultural and linguistic services requirements of the contract between the plan and the department. The contract at a minimum shall include requirements for: (1) Interpreters. (2) Translated signage. (3) Translated written materials. (4) Referrals to culturally and linguistically appropriate community services programs.

(1)

Interpreters.

(2)

Translated signage.

(3)

Translated written materials.

(4)

Referrals to culturally and linguistically appropriate community services programs.

(b)

In consultation with representatives from contracting plans and community-based diverse cultural and linguistic groups, the department shall develop, and update as appropriate, a set of comprehensive cultural and linguistic requirements which shall be incorporated into the contract between the department and each plan in a designated region.

(c)

The plan shall establish and maintain a community advisory committee, and meet periodically with the committee concerning the development and implementation of its cultural and linguistic accessibility standards and procedures.