

LANGUAGE ASSISTANCE PROGRAM

PROVIDER NOTIFICATION – JULY 2023

At Sharp Health Plan we continuously strive to keep our providers informed of members' needs. We believe in listening—in any language—and would like to share the results of our annual assessment of language assistance requirements. Following is a 2022 summary of language assistance services accessed and a demographic profile of our member population.

LANGUAGE ASSISTANCE SERVICE ACCESSED IN 2022

Telephone Interpretation

Language	Number of Interpretations Provided
SPANISH	957
MANDARIN	109
VIETNAMESE	93
TAGALOG	39
RUSSIAN	28
CANTONESE	28
FRENCH	17
ARABIC	16
JAPANESE	11
KOREAN	7
FARSI	5
POLISH	2
LAOTIAN	1
TIGRIGNA	1
TOISHANESE	1
ITALIAN	1
UKRAINIAN	1
PORTUGUESE	1
MOROCCAN ARABIC	1
OROMO	1
Grand Total	1321

Face-to-Face Interpretations

Language	Number of Interpretations Provided
Mandarin	6
Arabic	4
Spanish	2
Vietnamese	2
Japanese	2
American Sign Language	1
Grand Total	17

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SHARP HEALTH PLAN'S ENROLLEE DEMOGRAPHIC PROFILE

Sharp Health Plan members identify their race/ethnicity as follows as:

Race	Race Ethnicity									
	Hispanic Or Latino		Not Hispanic Or Latino		Asked But No Answer		Unknown		Total	
	Number of Members	Rate	Number of Members	Rate	Number of Members	Rate	Number of Members	Rate	Number of Members	Rate
White	76	0.06%	23863	19.10%	0	0.00%	0	0.00%	23939	19.16%
Black Or African American	0	0.00%	1723	1.38%	0	0.00%	0	0.00%	1723	1.38%
American Indian And Alaska Native	5	0.00%	269	0.22%	0	0.00%	0	0.00%	274	0.22%
Asian	6	0.00%	7480	5.99%	0	0.00%	0	0.00%	7486	5.99%
Native Hawaiian And Other Pacific Islander	5	0.00%	672	0.54%	0	0.00%	0	0.00%	677	0.54%
Some Other Race	9775	7.82%	80437	64.38%	0	0.00%	0	0.00%	90212	72.20%
Two Or More Races	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Asked But No Answer	0	0.00%	0	0.00%	13	0.01%	0	0.00%	13	0.01%
Unknown	62	0.05%	548	0.44%	0	0.00%	13	0.01%	623	0.50%
Total	9929	7.95%	114992	92.03%	13	0.01%	13	0.01%	124947	100.00%

SHARP HEALTH PLAN'S ENROLLEE DEMOGRAPHIC PROFILE (CONTINUED)

Top Primary Language Preferences Identified by Members

Rank	Primary Language	Number of Members	Percentage of Total Member Population
1	English	138312	99.70%
2	Spanish	311	0.22%
3	Mandarin (China)	34	0.02%
4	Vietnamese	23	0.02%
5	Russian	15	0.01%
6	Korean	8	0.01%
7	Arabic	7	0.01%
8	Tagalog	6	0.00%
9	Chinese	4	0.00%
10	Cantonese	2	0.00%

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Sharp Health Plan would like to remind our providers that language assistance services are available for our members free of charge. To arrange for language assistance services or to request information on an individual member's language assistance needs, please call Sharp Health Plan's Customer Care Department at (858) 499-8300 or 1-800-359-2002.