

LANGUAGE ASSISTANCE PROGRAM

PROVIDER NOTIFICATION – JULY 2024

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 2023

Language	Telephonic	Face to Face
Spanish	865	4
Vietnamese	133	0
Mandarin	111	1
Haitian Creole	29	0
French	27	0
Tagalog	25	0
Cantonese	24	3
Japanese	18	1
Korean	16	0
Russian	13	0
Arabic	8	3
Farsi	5	0
Portuguese	2	0
Polish	2	0
Khmer	1	0
Italian	1	0
Armenian	1	0
Gujarati	1	0
ASL	0	2
Total	1282	14

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SHARP HEALTH PLAN'S ENROLLEE DEMOGRAPHIC PROFILE

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

Top Primary Language Preferences Identified by Members

RaceEthnicity										
Race	HispanicOrLatino		NotHispanicOrLatino		AskedButNoAnswer		Unknown		Total	
	MemberCount	Rate	MemberCount	Rate	MemberCount	Rate	MemberCount	Rate	MemberCount	Rate
White	67	0.06%	52139	43.03%	0	0.00%	0	0.00%	52206	43.08%
BlackOrAfricanAmerican	0	0.00%	4036	3.33%	0	0.00%	0	0.00%	4036	3.33%
AmericanIndianOrAlaskaNative	4	0.00%	242	0.20%	0	0.00%	0	0.00%	246	0.20%
Asian	6	0.00%	7887	6.51%	0	0.00%	0	0.00%	7893	6.51%
NativeHawaiianOrOtherPacificIslander	5	0.00%	1684	1.39%	0	0.00%	0	0.00%	1689	1.39%
SomeOtherRace	192	0.16%	0	0.00%	0	0.00%	70	0.06%	262	0.22%
TwoOrMoreRaces	69	0.06%	78	0.06%	0	0.00%	81	0.07%	228	0.19%
AskedButNoAnswer	0	0.00%	0	0.00%	20	0.02%	0	0.00%	20	0.02%
Unknown	13837	11.42%	0	0.00%	0	0.00%	40765	33.64%	54602	45.06%
Total	14180	11.70%	66066	54.52%	20	0.02%	40916	33.76%	121182	100.00%

Language	San Diego County	Sharp Health Plan
English	58.67%	93.83%
Spanish	23.03%	1.88%
Tagalog (incl. Filipino)	3.67%	0.04%
Chinese (incl. Mandarin, Cantonese)	2.79%	0.16%
Vietnamese	2.64%	0.19%
Korean	0.75%	0.06%
Persian (incl. Farsi, Dari)	0.74%	0.02%
Amharic, Somali, or other Afro-Asiatic languages	0.65%	-
Russian	0.62%	0.04%
Arabic	0.55%	0.03%
Japanese	0.52%	0.01%
Thai, Lao, or other Tai-Kadai languages	0.51%	0.01%
French (incl Cajun)	0.49%	-

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Portuguese	0.49%	-
Hindi	0.48%	-
Punjabi	0.33%	-
Telugu	0.32%	-
Italian	0.32%	-
German	0.25%	-
Khmer	0.19%	0.01%

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.