

LANGUAGE ASSISTANCE PROGRAM

PROVIDER NOTIFICATION – JUNE 2021

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 2021 summary of language assistance services accessed and a demographic profile of our member population.

LANGUAGE ASSISTANCE SERVICE ACCESSED IN 2020

Telephone Interpretation

Language	Number of Interpretations Provided
SPANISH	463
VIETNAMESE	98
MANDARIN	79
TAGALOG	29
CANTONESE	27
FRENCH	20
JAPANESE	20
KOREAN	11
ARABIC	10
FARSI	7
RUSSIAN	5
PORTUGUESE	3
LAOTIAN	3
PORTUGUESE BRAZILIAN	2
THAI	1
SAMOAN	1
TIGRIGNA	1
KAYAH	1
ITALIAN	1
TELUGU	1
2020 TOTAL	783

Face-to-Face Interpretations

Language	Number of Interpretations Provided
JAPANESE	9
VIETNAMESE	5
SPANISH	4
MANDARIN	4
KOREAN	2
2020 TOTAL	24

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SHARP HEALTH PLAN'S ENROLLEE DEMOGRAPHIC PROFILE

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

Member Identified Race/Ethnicity	Number of Members	Percentage of Total Member Population
Other Race or Ethnicity	64,548	47.4%
White; White/Non-Hispanic	36,152	26.6%
Asian	7,969	5.9%
Black/African American	1,985	1.5%
Native Hawaiian/Pacific Island	676	.5%
Hispanic*	12,874	10%
American Indian/Alaska Native	358	.3%
All Other Race/Ethnicities***	2,663	1.9%
Not Reported**	8,886	6.5%

* Hispanic refers to members that only indicated Hispanic as race or ethnicity.

** Unidentified includes all members listed as: Unknown, Declined, Unknown/Unknown, and Null.

*** Includes ethnicities that were the population was less than 2%

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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	134,873	98.9%
2	Spanish	333	.63%
3	Mandarin	75	<1%
4	Russian	8	<1%
5	Korean	18	<1%
6	Chinese	40	<1%
7	Arabic	12	<1%
8	Vietnamese	90	<1%
9	Tagalog	14	<1%
10	Cambodian	3	<1%

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.