

LANGUAGE ASSISTANCE PROGRAM

PROVIDER NOTIFICATION – JUNE 2019

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 2019 summary of language assistance services accessed and a demographic profile of our member population.

LANGUAGE ASSISTANCE SERVICE ACCESSED IN 2018

Telephone Interpretation

Language	Number of Interpretations Provided
SPANISH	640
MANDARIN	250
VIETNAMESE	103
CANTONESE	43
TAGALOG	35
KOREAN	31
JAPANESE	31
FRENCH	24
ARABIC	19
FARSI	8
CHALDEAN	4
RUSSIAN	3
KHMER	2
THAI	2
TURKISH	2
ITALIAN	1
SORANI	1
PUNJABI	1
2018 TOTAL	1,200

Face-to-Face Interpretations

Language	Number of Interpretations Provided
Vietnamese	10
Mandarin	10
Spanish	5
Japanese	3
Korean	1
Arabic	1
Russian	1
2018 TOTAL	31

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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
White; White/Non-Hispanic	35,456	25.27%
Asian	9,878	7.04%
Black/African American	2,247	1.60%
Native Hawaiian/Pacific Island	742	.53%
Hispanic*	15,281	10.89%
Other Race or Ethnicity	61,238	43.64%
American Indian/Alaska Native	325	.23%
<i>Not Identified**</i>	12,191	8.69%

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

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

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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	141,766	99.4%
2	Spanish	627	.4%
3	Vietnamese	62	<1%
4	Korean	29	<1%
5	Russian	26	<1%
6	Chinese	17	<1%
7	Mandarin (China)	17	<1%
8	Arabic	13	<1%
9	Egyptian	4	<1%
10	Rajasthani	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.