

Date: May 19th, 2025

Subject: Cultural Competency, Nondiscrimination, and Language Assistance Requirements.

Dear Providers,

AmeriHealth Caritas Delaware is committed to ensuring equitable access to healthcare services for all members, including individuals with Limited English Proficiency (LEP), disabilities, and diverse cultural and linguistic backgrounds.

Participating providers are reminded of their responsibility to comply with all applicable federal and state nondiscrimination and cultural competency requirements, including Section VIII of the [Provider Manual](#).

Provider Requirements

Providers must:

- Provide meaningful access to healthcare services for individuals with LEP and disabilities
- Ensure effective communication with members
- Offer qualified interpreter and translation services at no cost to the member
- Provide culturally competent and respectful care
- Maintain compliance with all applicable federal and state laws

Providers may not:

- Charge members for interpreter or translation services
- Use unqualified interpreters
- Rely on family members or minors to interpret, except in limited emergency situations

Applicable Federal and State Requirements

Delaware Code – Title 29, Chapter 106



Requires effective communication for individuals with LEP and disabilities in state funded programs and services, including healthcare services. Effective communication includes interpretation and translation services.

Title VI of the Civil Rights Act of 1964

Requires providers receiving federal financial assistance to take reasonable steps to provide meaningful access to individuals with LEP. Failure to provide language assistance may constitute national origin discrimination.

Section 1557 of the Affordable Care Act

Requires free, accurate, and timely interpretation and translation services and prohibits:

- Charging patients for interpreter services
- Using unqualified interpreters
- Using family members or minors as interpreters except in limited emergency situations

AmeriHealth Caritas Delaware contracts with a telephonic interpreter services provider to support participating providers in communicating with members with limited English proficiency (LEP), low literacy proficiency (LLP), or sensory impairments. Providers who need assistance accessing interpretation services may contact Provider Services at 1-855-707-5818.

Members may also contact Member Services for language assistance:

- DSHP: 1-844-211-0966 (TTY: 1-855-349-6281)
- DHSP Plus: 1-855-777-6617 (TTY: 1-855-362-5769)

When interpretation services are used, providers should document the use of services in the medical record. American Sign Language (ASL) interpretation services are also available with at least two week's notice prior to the date of service.

Questions:

For additional information, please refer to Section VIII of the [Provider Manual](#) or contact Provider Services at **1-855-707-5818**.

Thank you for your continued partnership and commitment to providing quality care to our members.

AmeriHealth Caritas Delaware