



Understanding the Cultural and Linguistic Needs of Our Members

CCHP is committed to maintaining a network of practitioners that is able to meet the needs of the diverse members we serve.

Members feel more comfortable with practitioners who share their language and racial/ethnic background. They are more likely to share information and enhance the relationship which allows a higher quality of care.

Annually, CCHP collects data about the languages that our practitioners and members speak. We analyze this data to identify opportunities to improve access to care and to meet the cultural needs and preferences of our members.

The following is 2024 data about the language preference of our members:

Medicaid			Marketplace/Commercial		
Language Description	Members identified Language	Count of Practitioners with Language Capability	Language Description	Members using language support	Count of Practitioners with Language Capability
Albanian	61	3	Albanian	1	1
Arabic	579	134	Arabic	16	60
Burmese	1,419	0	Burmese	5	0
Hakha Chin	N/A	0	Cantonese	1	5
Haitian	N/A	0	Dari	1	0
Hmong	892	19	Farsi	1	6
Karen	N/A	0	French	1	61
Khmer	1	0	Haitian Creole	17	0
Malay	N/A	14	Hindi	4	73
Mandarin	4	15	Korean	2	11
Polish	8	37	Mandarin	9	12
Rohingya	N/A	0	Nepali	9	9
Somali	397	0	Portuguese	2	3
Spanish	15,012	492	Russian	13	14
Swahili	39	3	Spanish	155	308
Turkish	N/A	13	Thai	1	0
Ukrainian	N/A	0	Uzbek	3	0
Vietnamese	86	9	Vietnamese	4	5

Practitioners are not required to self-report race, ethnicity, or language. If you would like to ensure you are able to meet the needs of your patients, please feel free to contact CCHP to update your demographics.

Per [Forward Health guidelines](#), providers can be reimbursed for interpreter services when they submit a claim to CCHP using the appropriate CPT code identified by Wisconsin Medicaid. Reimbursement will be based on the Wisconsin Medicaid fee schedule. CCHP can also offer provider offices access to telephonic interpreter services to use with their CCHP members. This process would consist of



creating an account with a unique access code to be used when CCHP members are being seen and need an interpreter.

Providers should follow this process to request an account for telephonic interpreter services:

- To request telephonic interpreter services, contact CCHP Provider Relations via email at: CCHPProviderrelations@chorushealthplans.org.
- To request sign language services, contact a CCHP Member Advocate at 1-877-900-2247.