



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 2023 data about the language preference of our members:

Medicaid

Language	Members identified Language	Count of Practitioners with Language Capability
Albanian	69	2
Arabic	676	121
Burmese	1,718	0
Chinese	108	30
English	132,637	22,077
French	53	76
Greek	2	9
Hindi	2	149
Hmong	1,266	27
Korean	46	10
LAO	36	3
Mandarin	4	10
Persian	7	10
Polish	10	25
Punjabi	4	39
Russian	97	64
Serb-Croatian	47	13
Somali	503	0
Spanish	17,810	407
Swahili	39	3
Thai	9	3
Urdu	2,042	158
Vietnamese	121	16



Marketplace/Commercial

Language	Count of Members Using Language Support 1/1/2023 – 12/31/2023	Count of Practitioners with Language Capability
Arabic	11	63
Burmese	2	0
Chinese	0	17
English	0	14,390
French	0	56
German	0	39
Gujarati	0	13
Haitian	2	0
Hindi	2	59
Hmong	0	22
Korean	2	9
Persian	0	1
Polish	3	31
Russian	5	24
Spanish	104	291
Ukraine	3	1
Urdu	1	56
Vietnamese	2	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.

Members and practitioners have access to Interpreter Services

Telephonic interpreter services are provided to CCHP members through Cyracom and Pacific Interpreters.

- Cyracom can be accessed using the phone number and access code below: Phone Number: 1-833-742-4082 or x63009
Access Code: 7587
- Pacific Interpreters can be accessed using the phone number and access code below: Phone Number: 1-800-264-1552
Access code: 841648

Please call a CCHP Provider Relations Representative if you need assistance requesting these services at 1-844-229-2775.

- For **sign language services**, call a CCHP Member Advocate at 1-877-900