



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.

This year our data showed the following about the language preference of our members:

Medicaid

Language	Members identified Language	Count of Practitioners with Language Capability
Albanian	57	3
Arabic	625	112
Burmese	1,687	0
Chinese	117	67
English	129,620	32,759
French	51	150
German	0	128
Hmong	1054	48
Korean	44	36
Lao	29	2
Persian	4	9
Polish	10	64
Russian	64	107
Serb-Croatian	0	34
Somali	508	0
Spanish	18,398	822
Thai	6	5
Ukraine	4	14
Vietnamese	138	19

Marketplace/Commercial

Language	Count of Members Using Language Support 1/1/2021 – 12/31/2021	Count of Practitioners with Language Capability
Albanian	0	2
Arabic	11	46
Burmese	1	0
Chinese	0	31
English	0	12,666



French	0	84
German	0	67
Italian	1	21
Hindi	2	198
Hmong	0	22
Korean	1	19
Mandarin	15	39
Persian	0	5
Polish	2	28
Russian	3	43
Serb-Croatian	1	23
Spanish	479	480
Thai	0	1
Ukraine	1	3
Vietnamese	16	12

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 Cyacom and Pacific Interpreters.

- Cyacom 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 1-877-900-2247.
- **On-site interpreter services** are provided to CCHP members through Language Source.
 - Phone: 414-607-8766
 - Fax: 414-607-8767
 - Pager: 414-201-0014
 - Email: schedule@langsource.com
 - Wisconsin VRS: 1-800-947-3529 (or 711)