

**Aetna Better Health® of Michigan, and
Aetna Better Health® Premier Plan of Michigan**

2 Towne Square, Suite #275

Southfield, MI 48076

1-866-316-3784



AETNA BETTER HEALTH® OF MICHIGAN

AETNA BETTER HEALTH® PREMIER PLAN OF MICHIGAN

TO: Providers
FROM: Provider Experience Team
DATE: November 22, 2024
SUBJECT: Meeting our Members' Language Needs

Dear Providers,

Dear Provider, Aetna Better Health of Michigan's (ABH MI) membership is spread over 19 counties in the state of Michigan with the highest percentage of membership predominantly in Wayne County, followed by Ingham, Oakland, Macomb, Eaton, and Kalamazoo Counties. Our membership is diverse, and while most of our members have English as their primary language, we'd like to provide you an overview of other languages spoken by our members. As indicated by the chart below, Spanish is the prevalent non-English language spoken by members of ABH MI.

Language Reported at Enrollment		
Language	# of Members	% of Population
English	45,013	97.82%
Spanish	232	0.50%
Unknown	502	1.09%
Other	269	0.58%

**Aetna Better Health® of Michigan, and
Aetna Better Health® Premier Plan of Michigan**

2 Towne Square, Suite #275

Southfield, MI 48076

1-866-316-3784



Translation or Interpretation Services:

If you are in need of translation or interpretation services for your patients, please contact our Member Services Department at:

Medicaid - **1-866-316-3784**, (TTY **711**) Duals – **1-855-676-5772** (TTY: **711**)

For complete information on languages spoken in specific areas of Michigan, please visit

<https://statisticalatlas.com/state/Michigan/Languages>

- If a member requests interpretation services, Member Service Representatives will assist the member via a three-way call to the Language Line to communicate the member's native language
- For outgoing calls, Member Service's staff dials the Language Line and uses an interactive voice response system to conference with a member and the interpreter
- For face-to-face meetings, our staff (e.g., Care Managers) can conference in an interpreter to communicate with a member in their home or another location
- When you need interpreter services and cannot access them from your office, call us to connect with a Language Line interpreter

Upon member request, we'll make all written materials accessible to visually or hearing-impaired members, including:

- Braille
- Audiotapes
- Large print
- CD or DVD
- Sign language interpreters
- TTY services or Michigan Telecommunication Relay Service at 711. We include appropriate instructions on all materials about how to access or receive assistance with accessing desired materials in an alternate format.

Cultural Competency and Health Equity Education/Trainings Opportunities:

To access the online cultural competency course, please visit <https://thinkculturalhealth.hhs.gov/education>

To increase health literacy, the National Patient Safety Foundation created the Ask Me 3® Program. Aetna Better Health of Michigan supports the Ask Me 3® Program, as this is an effective tool to improve health communication between members and providers.

AetnaBetterHealth.com/Michigan

MI-24-09-24

**Aetna Better Health® of Michigan, and
Aetna Better Health® Premier Plan of Michigan**

2 Towne Square, Suite #275

Southfield, MI 48076

1-866-316-3784



Provider trainings and resources are also available via the ABHMI website [Health Equity | Aetna Medicaid Michigan \(aetnabetterhealth.com\)](#) and included in the [Medicaid Provider Manual](#). There is also a Health Equity Clinical Education Hub that providers can take advantage of and earn digital badges for completion of Health Equity Modules. Some of the trainings include:

- Implicit Bias and Association Training
- Assessment of Food Insecurity Training
- Clinician Guide to Implementing Gender Neutral Terminology
- Clinician Guide to Understanding Pronouns
- How to be a good LGBTQIA Ally
- CDC’s Health Equity Guiding Principles
- Cultural Humility and Cultural Competence



Limited English proficiency and alternate methods of communication

Our policies conform to the federal government’s limited English proficiency (LEP) guidelines. These guidelines state that programs and activities normally provided in English must be accessible to LEP persons at no cost. Services must be provided in a culturally effective manner to all members, including those:

- With LEP or reading skills
- With diverse cultural and ethnic backgrounds
- Who are deaf or hard of hearing
- Who are homeless
- With physical and mental disabilities

To ensure members’ privacy, you must not interview members about medical or financial issues within hearing range of other patients.

Compliance with federal and state requirements

We make certain that LEP members and members who are deaf or hard of hearing have access to health care and benefits by providing a range of language assistance services at no cost to the member or the provider.

AetnaBetterHealth.com/Michigan

MI-24-09-24

**Aetna Better Health® of Michigan, and
Aetna Better Health® Premier Plan of Michigan**

2 Towne Square, Suite #275

Southfield, MI 48076

1-866-316-3784



We offer translation and interpreter services including American Sign Language to providers and members free of charge.

We strongly encourage using professional interpreters, rather than family or friends, as the member may wish to keep their state of health and treatment plan private. In addition, using a family member or friend doesn't ensure an accurate translation and could lead to multiple office visits.

We offer, interpretation services through the Language Line. The Language Line employs trained and qualified professionals who are well versed in medical terminology. They provide telephonic interpretation in over 175 languages. You can make arrangements in advance for personal interpreters.

Call 1-866-316-3784, (TTY 711) to learn more about these services. In addition, we have bilingual staff to assist LEP members. Member materials, such as the member handbook, are available in English and Spanish. Members can also request materials in language of preference free of charge.

**Aetna Better Health® of Michigan, and
Aetna Better Health® Premier Plan of Michigan**

2 Towne Square, Suite #275

Southfield, MI 48076

1-866-316-3784

