

## Individuals with Limited English Proficiency Notice of Language Assistance Services.

Please have patient point to correct tagline before calling translation services at:  
**360.755.9910**

English: ATTENTION: If you speak [foreign language], language assistance services, free of charge, are available to you.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки.

Cambodian:

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយភាសាឥតគិតថ្លៃ អាចមានសម្រាប់អ្នក។

ក៏បើសិនជាអ្នកនិយាយភាសាខ្មែរ ក៏អាចទទួលបានសេវាជំនួយភាសាឥតគិតថ្លៃ។

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

Amharic: Eye Associates Surgery Center ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶቻችን በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ

Cushite (Oromo): Eye Associates Surgery Center Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama.

:Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برق

Punjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ।

German: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

Lao: ໂປດຊາບ: ຖ້າ ທ່ານ ກ່າວ ພາສາ ລາວ, ການບໍລິການ ວິທະຍາສາດ ອາດ ຈະ ສາມາດ ສະ ນຳ ທ່ານ ມາ ສູ່ ສູນ ຮ່ວມ ຄວາມ ສາມາດ ຂອງ ທ່ານ.

Marshallese: LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jerbāl in jipañ ilo kajin ñe am ejjelōk wōñān.

Samoan: MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe,

Tongan: FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia.

Mixteco:

## LEP Patients and Non-Discrimination

Under Section 1557 of the Affordable Care Act (ACA), and as protected by the Office of Civil Rights and described in the Federal Register document #2016-11458, covered entities are required to post notices of nondiscrimination and taglines in the top 15 languages spoken by individuals with limited English proficiency in that state (reference?) that alert individuals with limited English proficiency (LEP) to the availability of language assistance services.

### What Languages are spoken in Washington State?

According to <https://www.cms.gov/CCHIO/Resources/Regulations-and-Guidance/Downloads/Appendix-A-Top-15.pdf> Washington State Top 15 Languages are: Spanish, Chinese, Vietnamese, Korean, Russian, Tagalog, Ukrainian, Mon-Khmer (Cambodian), Japanese, Amharic, Cushite (Oromo), Arabic, Punjabi, German, Laotian. Locally, Marshallese, Tongan and the Mixteco dialect is also common and will be included.

## SUMMARY OF REGULATORY CHANGES

For the reasons set forth in the proposed rule and considering the comments received, we are finalizing this definition as proposed in § 92.4, without modification.

*Language assistance services.* OCR proposed that the term “language assistance services” identify types of well-established methods or services used to communicate with individuals with limited English proficiency, including (1) oral language assistance; (2) written translation of documents and Web sites; and (3) taglines. We noted that a covered entity has flexibility to provide language assistance services in-house or through commercially available options. We declined to offer an exhaustive list of available methods. However, we proposed that paragraph (1) identify the following as available methods to communicate orally with individuals with limited English proficiency: Oral interpretation (in-person or remotely) <sup>[50]</sup> and direct communication through the use of bilingual or multilingual staff competent to communicate directly, in non-English languages using any necessary specialized vocabulary, with individuals with limited English proficiency.

<https://www.federalregister.gov/d/2016-11458>