

# Simple, direct communication benefits both providers and patients

Humana Healthy Horizons® in Kentucky supports providers with ways to communicate more effectively with Medicaid enrollees.

Patients with limited English proficiency (LEP) may be unable to interact effectively with their healthcare team, and that can lead to poor chronic disease management, poor adherence to medication regimens, hospitalizations and overall poor health outcomes.

## **Improved communication with enrollees also provides the following benefits:**

- Improved safety and adherence
- More efficient office processes resulting in time and money saved
- Physician and patient satisfaction
- Reduced malpractice risk

## **Knowing strategies to work with LEP individuals is essential. The following techniques can help:**

- Encourage questions and the use of Ask Me 3
- Use a variety of instruction methods
- Use the Teach-back tool
- Use qualitative plain language to communicate, as enrollees may misunderstand or feel intimidated by a provider's verbiage

**Please note:** Humana's required annual **cultural competency training** provides instruction on Ask Me 3 and the Teach-back tool. Providers can access this training and others at [Humana.com/KYTraining](https://www.humana.com/KYTraining).

Over-the-phone interpretive services and sign language interpretation

- To comply with federal and state regulations, providers are responsible for providing over-the-phone interpretive services to LEP enrollees or in-person/video remote interpretive services for disabled LEP enrollees.
- If providers require assistance with over-the-phone or sign language interpretation, please call **877-320-2233**.

## **Additional resources**

- Language Assistance Services and Diversity from Humana  
[humana.com/provider/news/language-assistance-program](https://www.humana.com/provider/news/language-assistance-program)
- U.S. Department of Health and Human Services: Civil Rights for Individuals  
[www.hhs.gov/civil-rights/for-individuals/section-1557/1557faqs/index.html](https://www.hhs.gov/civil-rights/for-individuals/section-1557/1557faqs/index.html)
- ADA Requirements for Effective Communication  
[www.ada.gov/effective-comm.htm](https://www.ada.gov/effective-comm.htm)

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