

# Bridging the Language Gap

## Spanish Language Services & Materials



### Help All Your Employees Understand Their Benefits

As the Northwest's Spanish-speaking population continues to grow, you might wonder what services and materials are available to bridge the language gap and allow your employees to better understand their benefits.

### Here's a Review of the Services We Offer:

#### Spanish plan materials

We have a growing library of Spanish plan materials available, including:

- benefit summaries
- enrollment forms
- brochures and fliers
- continuation materials

We complete additional translations as requests are made.

#### Spanish customer service

We have a special Spanish telephone queue at extension 1009. When Spanish-speaking members call our headquarters, they can be transferred to one of several bilingual employees. If those employees are unavailable, callers are encouraged, in Spanish, to leave a voice mail message.

#### Spanish benefit meetings

PacificSource contracts with an interpreter who can accompany our Client Service Representatives to benefit meetings. If you need this service, contact your Client Service Representative, who will make the necessary arrangements. A little advance notice will allow us to provide all the appropriate translated benefit summaries and other materials.

#### Spanish-speaking providers

Our provider directories list languages practitioners speak in addition to

English. Spanish-speaking members can request a directory by calling the Spanish customer service queue.

### Other Language Needs

We realize that Spanish-speaking employees are not the only group that might need special services to take advantage of healthcare benefits. With this in mind, we also work with a translation service for other languages. Our goal is to accommodate all our members.

