



# One Care Implementation Council



January 09, 2024

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# Members Who are Deaf & HH

Hearing impaired (absence of useful hearing) = 64

Minimal difficulty (when not in quiet setting) 216

American Sign Language =19

Communication device =13

Gestures = 47

Other = 21



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## **How does your plan ensure your Deaf and Hard of Hearing enrollees have communication access to navigate their One Care plan?**

One Care provides face-to-face interpreter services, and members have access to TTY services. The TTY number is noted on all applicable marketing material and web pages.

### **What information / resources do you have for plan staff to help them support Deaf and HH enrollees?**

The plan has a QR guide to assist staff with setting up TTY or face-to-face interpreting for in home assessments and at one's medical appointments as needed if medical offices, hospitals, urgent care facilities do not have the means to provide interpretation to members. The plan has alerts that are set to capture member communication preferences and preferred translators. The care coordinator can facilitate referrals to providers, find providers that provide services in ASL and confirming if they are available. This information is available to all members on the plan's website: <https://connect.werally.com/> The plan confirms members communication preferences upon enrollment, during the orientation call and initial assessments, and on an ongoing basis during the annual and intercurrent assessments.



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**How do Deaf members access services? Is there a central system / phone number / role for setting up interpreters?  
Do care coordinators play a role in this?**

Care coordinators collaborate with members to identify communication needs and help them access resources to services or supports that they need. Furthermore, The TTY number is easily accessible via our website and printed all applicable marketing material.



**Do you have any interpreters working for your plan or providing care coordination or similar roles?**

The plan utilizes bilingual care coordinators whenever possible. Interpreting for our deaf/hard of hearing members is provided by external agencies.

**Are there any organizations that you work with regularly to get interpreters?**

Yes, the plan utilizes three different interpreting organizations/programs to ensure interpreting needs for our members.

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## **Do you have a relationship with the Massachusetts Commission for Deaf and Hard of Hearing?**

Yes, our Regional Director of Regional Adherence has a working relationship with this agency.

## **How do you ensure streamline payment for interpreters? How do you keep track of members preferred interpreters?**

The plan is able to document this information in an alert in the member's centralized record.



## **What is the plans' role in providing interpreters for various member services, and how fills that role?**

### **For example: does the plan help set up interpreters for medical / behavioral health appointments where member wants in person interpretation?**

Yes, the plan also has access for face-to-face interpreter services for medical appointments as needed if medical offices, hospitals, urgent care facilities do not have the capacity to provide interpretation to members.

### **Is there someone who can work with Deaf enrollees to help set up appointments that work with the member, preferred interpreter and the providers schedule – to ensure that the appointment is a success?**

Their primary care coordinator fills this role while utilizing interpreter services as needed.

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**Do you coordinate interpreters for rides, community events, etc.?**

**What resources / partners have been most helpful for your plan in helping to work with Deaf Members? Do you work with DHILS?**

The plan will provide translation services to anyone who needs it at our community events. We typically learn of the need prior to the event, and if our staff cannot provide the translation themselves, we do get a translator to assist.

The TTY Line has been a great resource for the plan for ASL translation. Also, they support members via video and on demand translating and in person translating. We also have collaborated with DEAF Inc at our CBO Expos over the past two years as well. The plan works with agencies such as the DHILS to gain insight and build a stronger network of support for one's members.





**Thank You**