



## Ohio

Type	Provision(s)	Description
MFA	Ohio Admin. Code § 3701:16-13(F)(2)	Caregivers in community alternative homes shall demonstrate an ability to communicate in the predominant language of the residents.
CRD, LTC	Ohio Admin. Code §§ 3701:18-22(C and D), 3701:18-25(D)	For nurses aides, the competency evaluation and performance demonstration shall be given in English, except that if the individual is working in a long-term care facility in which the predominant language of the residents is other than English, the examination may be taken orally at that facility in the predominant language used in the facility. To take the examination or performance demonstration component of the test in a foreign language, there is an interpreter assistance fee of no more than \$50. per registrant, unless the facility provides an interpreter who agrees to follow testing protocol and signs all affidavits regarding security.
EIS	Ohio Admin. Code § 3701:8-09 (A)(1)	For the Early Start Program, "language" means the mode of communication normally used by the parent of child eligible under this procedure, such as native language.
MFA	Ohio Admin. Code § 3701:16-13(F)(2)	For community alternative homes caregivers shall demonstrate an ability to communicate in the predominant language of the residents.
XXX	Ohio Admin. Code § 4757:5-01 (B)(2)(b)	In instances when clients are unable to read or understand the consent to counseling document or have trouble understanding the primary language contained in the informed consent document, social workers shall take steps to ensure the client's comprehension including providing a detailed verbal explanation or arranging for a qualified interpreter or translator as needed.
MED	Ohio Admin. Code § 5101:1-2-01 (J)(3), 1-2-10(B)(1)(d)	During application and reapplication for Medicaid, an interpreter must be provided at no cost to LEP individuals.
MED	Ohio Admin. Code §§ 5101:1-38-01.2 (C)(3)(g)(v), 5101:1-38-01 (H)(5)	During face-to-face initial interview for Medicaid eligibility and during the redetermination process, an interpreter must be provided at no cost to LEP persons; the individual shall not be required to provide their own interpreter, unless they desire to do so.
MED	Ohio Admin. Code § 5101:1-38-01 (H)(5)	During the redetermination process, an interpreter must be provided at no charge to individuals with limited English proficiency.
MED, FAM	Ohio Admin. Code § 5101:1-38-01.2(D)(1)(g)	When applying to Medicaid, the individual is responsible to request interpreter and translator services when English is not the primary language but the individual shall not be required to provide his or her own interpreter or use a family member, unless he or she desires to do so.
MED	Ohio Admin. Code § 5101:1-38-02(B)(5)	Defines factors for "good cause" as circumstances that reasonably prevented an individual from cooperating with the administrative agency in the eligibility determination process and includes linguistic limitations of the individual.
EPS	Ohio Admin. Code § 5101:1-38-05(E)(4)(b), (M)(2)(f)	The County Department of Jobs and Family Services must have suitable procedures for informing consumers or caretakers who do not understand English of the EPSDT program, Healthcheck. It shall submit in writing a description of the process and structure of the management of the local Healthcheck program including the contact person and/or coordinator responsible for notifying LEP consumers.
HOS	Ohio Admin. Code § 5101:3-2-07.17(D)(3)	Posted notices required for hospitals receiving payment under the Hospital Care Assurance Program must be printed in English and other languages that are common to the population of the area serviced.
MED, STA, CON	Ohio Admin. Code § 5101:3-21-01 (A)(5), App. A.	For Medicaid, interpretation must be provided if person to be sterilized does not understand the language of the consent form or of the person who is obtaining the consent. The interpreter must sign a document stating that interpretation was provided.



## Ohio continued

Type	Provision(s)	Description
MED, MCO	Ohio Admin. Code § 5101:3-26-01(Y)	"Oral translation services" for Medicaid managed health care plans (MCP) means services provided to LEP consumers to ensure that they receive MCP information translated into the primary language of the consumer.
MED, MCO	Ohio Admin. Code § 5101:3-26-02.1 (D)(9)(a)(v)	Membership termination from the Medicaid MCP for just cause includes if the primary care physician (PCP) selected by a member leaves the MCP's panel and was the only available and accessible PCP speaking the primary language of the member, and another PCP speaking the language is available and accessible in another MCP in the member's service area.
MED, MCO	Ohio Admin. Code § 5101:3-26-03.1(A)(6)(c)(ii)	Medicaid MCPs must provide a centralized twenty-four-hour toll-free call-in system with services available to assist LEP members in the primary language of the member.
MED, MCO	Ohio Admin. Code § 5101:3-26-05(D)(27)(b)	Medicaid managed care plans' subcontracts must include requirements that subcontractors identify and where indicated arrange (pursuant to the mutually agreed upon policies and procedures) for oral interpretation and oral translation services at no cost to the member.
MED, MCO	Ohio Admin. Code § 5101:3-26-05.1(A)(10)	Mutually agreed upon policies and procedures between the Managed Health Care Program (MCP) and provider that explain the provider's obligation to provide oral translation, oral interpretation, and sign language services to the MCP's members include: the provider's responsibility to identify those members who may require such assistance; the process the provider is to follow in arranging for such services to be provided; information that members will not be liable for the costs of such services; and specification of whether the MCP or the provider will be financially responsible for the costs of providing these services.
MED, MCO, TRA	Ohio Admin. Code § 5101:3-26-08(D)(2)(a), (6)(f)(2)	Written materials developed to promote membership selection in a Medicaid managed care program must be available in the prevalent non-English languages of eligible individuals in the service area.
MED, MCO	Ohio Admin. Code § 5101:3-26-08.2(A)(1)(b), (A)(2)(i), (B)(4)(y)(i)	Each Medicaid managed care program must "establish and operate a member services toll-free telephone number" to assist LEP members in their primary language. The telephone line must have services available to assist LEP individuals in accessing oral interpretation and oral translation services at no cost to the eligible individual or member. The member handbook must include how the member can request interpretation and translation services.
MED, MCO	Ohio Admin. Code § 5101:3-26-08.3 (A) (13-14)	All written member information provided by MCP must be available at no cost to the member and in the prevalent non-English languages of members in the MCP's service area. The MCP shall assure that that oral interpretation and oral translation services are available at no cost to members.
MED, MCO	Ohio Admin. Code § 5101:3-26-08.4(A)(4)(c)	The MCP grievance procedure shall provide an oral interpreter and oral translation services and access to the grievance system through a toll-free number with interpreter capability.
MED, MEN	Ohio Admin. Code § 5101:3-40-01 (F)(3), App. A.	The Medicaid Home and Community Based Services "individual options waiver program" benefit package includes interpreters. Interpreters are paid \$12./15 minutes.
MED, LTC	Ohio Admin. Code § 5101:3-56-02(E)(2)(c)(i)	Medicaid hospice services includes interpreters if the person is eligible for hospice as a participant of the Home and Community Based Services waiver program.
MED, MFA	Ohio Admin. Code § 5122:2-04(Q)(2)(a)	If the integrated behavioral healthcare system (IBHS), intensive and specialized services or forensic inpatient services grievant speaks a language other than standard English as a primary means of communication and requests assistance, any staff or the client rights advocate shall arrange for appropriate.



## Ohio continued

Type	Provision(s)	Description
HOS, MEN	Ohio Admin. Code § 5122:14-10(E)(9)	Psychiatric hospitals shall provide qualified interpreters to patients and their families at no charge and shall do training of direct care staff and treatment team members in issues relating to barriers to traditional English communication.
HOS, MEN	Ohio Admin. Code § 5122:14-11(K)	Psychiatric hospitals must ensure that patient and family education incorporates interpreters.
MEN	Ohio Admin. Code § 5122:24-01(B)(3)	The Department of Mental Health certification requires that programs have the ability for persons served to enter, approach, communicate with, or make use of the services of an agency, including the need for bilingual staff.
MEN	Ohio Admin. Code § 5122:24-01(B)(3)	"Accessibility" means the ability for persons served to enter, approach, communicate with, or make use of the services of an agency, including but not limited to the need for bilingual staff, minority-specific programming, staffing patterns that reflect community demographics and adequacy of hours of operation.
MEN	Ohio Admin. Code § 5122:26-06(E)(1)	Mental health service agencies must have a written affirmative action plan including the hiring of culturally diverse staff at all levels of the agency who have the ability to address the need for culturally specific and relevant programming for ethnic minorities and others.
MEN	Ohio Admin. Code § 5122:26-07(E)(1), (2)	Mental health service agencies must ensure that mental health personnel are qualified by training or continuing education regarding cultural sensitivity and cultural competence sufficient to provide culturally relevant services to persons served of culturally diverse backgrounds. These qualifications include, but are not limited to knowledge of effects on persons of cultural and ethnic minority groups of psychiatric interventions, including psychotropic medications; and issues related to differential diagnosis of persons of cultural and ethnic minority groups.
MEN	Ohio Admin. Code § 5122:26-17(C)(4)(5), (D)(1)	Mental Health Services Agencies shall providing assistance, as appropriate according to the person's needs, at no additional cost to persons served, to persons requesting or receiving services, and their families or significant others, who speak a language other than English as a primary means of communication. Other assistance to be provided according to the needs of persons served include interpreters fluent in the first vernacular language of the person served, and with demonstrated ability and/or certification; services provided by a professional who is able to communicate in the same vernacular language as the person served; and referral to a service that provides interpreters. The Mental Health Services Agencies shall provide culturally sensitive and responsive treatment planning and service delivery. Minimum criteria for acceptability of services shall include, but not be limited to sensitivity to ethnic and cultural differences among people.
MEN	Ohio Admin. Code § 5122:29-22(C)(2)	Mental health services provided by agencies funded by community mental health boards shall ensure access and availability for persons whose primary means of communication is a language other than English.
MFA	Ohio Admin. Code § 5122:29-28(A)	Intensive home-based treatment services must be culturally, ethnically, racially, and linguistically appropriate, and respect and build on the strengths of the child and family's race, culture, and ethnicity.
EIS	Ohio Admin. Code § 5123:2-1-04(E)(2)(j)	Services and supports to infants and toddlers birth through age two with or at-risk for developmental delays or disabilities and their families shall be administered in the primary language of the child and family unless it is clearly not feasible to do so.
EIS	Ohio Admin. Code § 5123:2-1-09(E)(7)	At the time of application for family support services, the coordinator shall inform the family of their informal complaint resolution and due process rights in the native language of the family unless it is clearly not feasible.
HOS, MEN	Ohio Admin. Code § 5124:2-01(D)(4)	Hospitals and mental health clinic facilities must ensure that all non-English speaking patients meet with a client advocate who can explain their rights regarding involuntary commitment within 24 hours of admission.