

## LAP REGULATORY T I M E L I N E S

<p><b>10/1/2009</b></p>	<p><b>CULTURAL APPROPRIATENESS REPORT &amp; LAP PLAN/REPORT UPDATE</b></p> <p><b>Health Insurers report to CDI</b></p> <p>CCR §2538.7(c) CIC §10133.9</p>	<p>By 10/1/2009, and biennially thereafter (10/1/2009, 10/1/2011, 10/1/2013 etc.) health insurers shall report to CDI, using the electronic filing system described herein, on internal policies and procedures with regard to standards of cultural appropriateness and LAP Plan/Report update as required. The Report shall describe/explain the following among other things:</p> <ul style="list-style-type: none"> <li>• Collection of data regarding the health insurer's insured population;</li> <li>• Education of insurer's staff, who have routine contact with insureds, regarding the insured population's diverse needs;</li> <li>• Recruitment and retention efforts that encourage workforce diversity;</li> <li>• Provision of information to providers regarding the ethnic diversity of insurer's insured population;</li> <li>• Provision of educational information to insureds regarding the LAP and services.</li> <li>• Evaluation of insurer's LAP;</li> <li>• Attach all relevant documentation including policies and procedures.</li> </ul> <p>The biennial reporting shall include the Cultural Appropriateness Report as described herein, any update/changes/modifications to the Language Assistance Program Plan, and a status report on implementation of the LAP Plan.</p> <p>A health insurer granted a Certificate after October 31, 2008 shall submit its Cultural Appropriateness Report, LAP Plan &amp; Implementation update within one year of the issuance of the Certificate and shall submit subsequent Cultural Appropriateness Reports and LAP Report/Plan biennially thereafter on October 1<sup>st</sup> of odd numbered years.</p>
<p><b>10/01/2011</b></p>	<p><b>LANGUAGE SURVEY/ NEEDS ASSESSMENT UPDATE</b></p> <p><b>Health Insurer shall update survey &amp; assessment</b></p> <p>CCR §2538.4(a) CIC §10133.8(b)(1) &amp; (b)(2)</p>	<p>CCR §2538.4(a) - Every health insurer shall survey the language preferences and assess the linguistic needs of insureds within one year of the effective date of these regulations. Health insurers may utilize various survey methods, including, but not limited to, the use of existing enrollment and renewal processes, newsletters, or other mailings. <i>Health insurers shall update the linguistic needs assessment, demographic profile, and language translation requirements of their insured population every three years.</i></p>

<b>10/01/2011</b>	<b>LANGUAGE ASSISTANCE PROGRAM (LAP) PLAN AND REPORT UPDATE</b>  <b>Health Insurer shall submit to CDI</b>  CCR §2538.3(b), (e) CIC §10133.8 (b)(3)(B)(v)	<p>Health insurers shall submit the LAP Plan/Report biennially thereafter on October 1<sup>st</sup> of odd numbered years. This means LAP Plan/Report will be due on 12/1/2008 and then 10/1/2009, 10/1/2011, 10/1/2013, etc. The Cultural Appropriateness Report shall be due 10/1/2009, 10/1/2011, 10/1/2013, etc.</p> <p>A health insurer granted a Certificate after October 31, 2008 shall submit its LAP Plan and LAP Report Forms within one year of the issuance of the Certificate and shall submit a Cultural Appropriateness Report and LAP Report Forms biennially thereafter on October 1 of odd numbered years.</p>
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