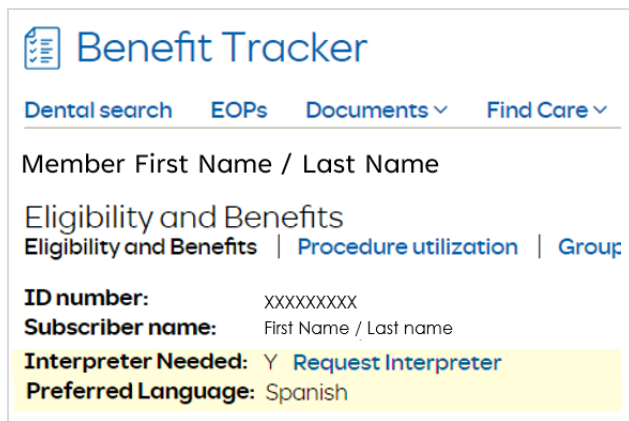


New Benefit Tracker Feature in Benefit Tracker Member Preferred Language

When OHP members enroll in the Medicaid program, they are offered the option to request interpreter services in their preferred language. ODS is utilizing this information to add a new feature to Benefit Tracker that will alert providers when Limited English Proficiency (LEP) and deaf or hard of hearing members have requested interpreter services for their dental appointments.

The member's preferred language information is displayed under the member's name on the *Eligibility and Benefits* view in Benefit Tracker.



The screenshot shows the 'Benefit Tracker' interface. At the top, there are navigation links: 'Dental search', 'EOPs', 'Documents', and 'Find Care'. Below this is a search bar labeled 'Member First Name / Last Name'. Underneath the search bar, there are three tabs: 'Eligibility and Benefits' (which is selected), 'Procedure utilization', and 'Group'. The main content area displays the following information:

- ID number:** XXXXXXXXX
- Subscriber name:** First Name / Last name
- Interpreter Needed:** Y [Request Interpreter](#)
- Preferred Language:** Spanish

How to read the information:

- **Interpreter Needed:** Indicates member requested interpreter services
- [Request interpreter:](#) Link to the ODS Interpreter Request form
- **Preferred Language:** Displays preferred language as reported by member. We display what the member reported. In addition to a preferred language in this field, you may see other responses such as those listed below. In these instances, you may ask the member if an interpreter is needed.
 - I don't know
 - I don't want to answer
 - Other
 - Other, Undermined

Members may update or change their language preferences by logging into their [ONE](#) account or by calling OHA at 1-800-699-9075.

References: OAR 410-120 – all health care providers are required to provide health care language interpreter services to Medicaid members who are LEP, deaf or heard of hearing pursuant to Title VI of the Civil Rights Act, The Americans with Disabilities Act (ADA), ORS 413.550 to 413.558