



2025 Annual Medi-Cal Member Language Demographics and Interpreter Services Resources Report

At San Francisco Health Plan (SFHP), our mission, vision, and purpose are the center of everything we do here at the health plan, which is committed to improving health outcomes for the people of San Francisco. We provide quality care at a low cost for the communities we serve.

SFHP Member Demographics and Our Members

SFHP at a minimum conducts a demographic and language assessment on an annual basis to determine the current population language needs.

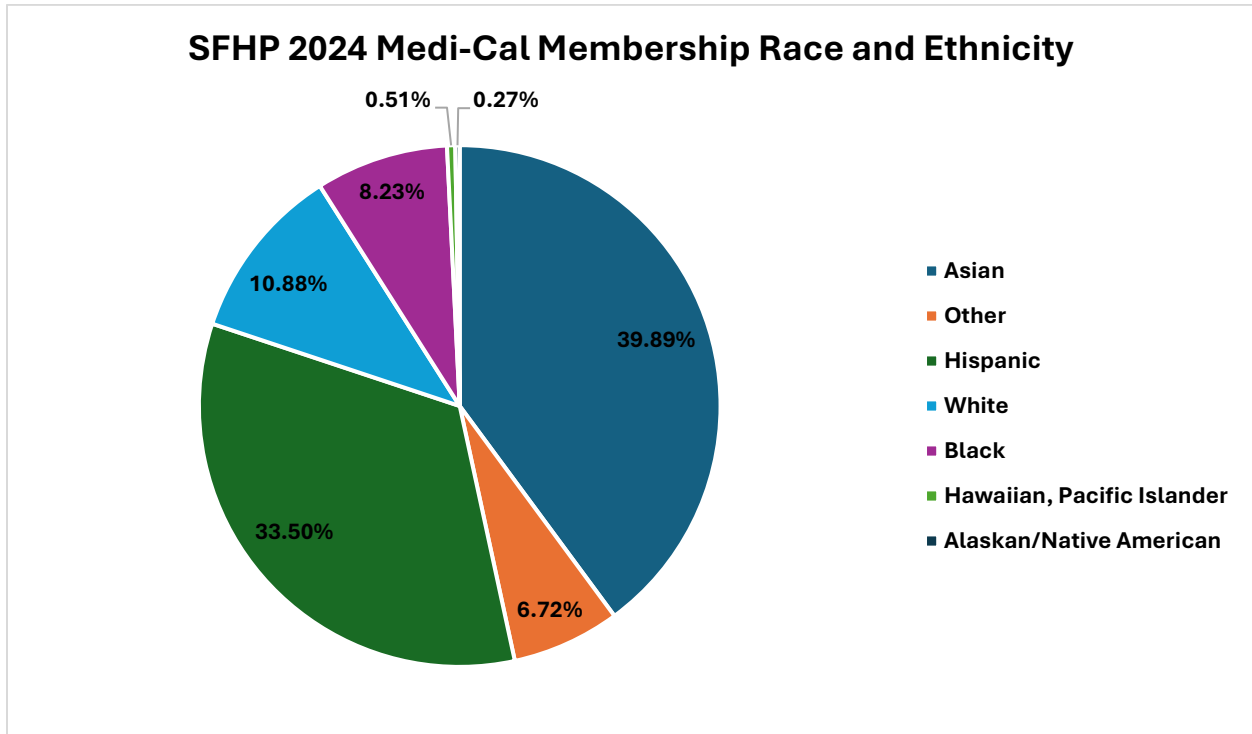
The following data is reviewed on an annual basis to look at the overall picture of the community and member demographics and spoken languages.

Census Data: Race and Hispanic Origin by San Francisco County and California

Census Data: Race and Hispanic Origin Population Estimates as of July 2023	San Francisco County 808,988	California 38,965,193
White alone, percent	50.8%	70.4%
Black or African American alone, percent	5.7%	6.5%
American Indian and Alaska Native alone, percent	0.8%	1.7%
Asian alone, percent	37.2%	16.5%
Native Hawaiian and Other Pacific Islander	0.5%	0.5%
Two or More Races, percent	5.0%	4.3%
Hispanic or Latino, percent	16.4%	40.4%
White alone, not Hispanic or Latino, percent	37.5%	34.3%

<https://www.census.gov/quickfacts/fact/table/CA,sanfranciscocountycalifornia/PST045223>

SFHP Membership by Race and Ethnicity Comparison



Note when comparing SFHP Membership Data to the Census Data, SFHP collects Member Race and Ethnicity by the following categories:

- White
- Hispanic
- Other
- Hawaiian, Pacific Islander
- Asian
- Alaskan/Native American
- Black

The health plan is using the Census categories in the graph above and comparing as closely to the SFHP categories.

When comparing SFHP Membership Race and Ethnicity and the Census Data (San Francisco County) this shows that the highest racial composition to be Asian (39.89%) for SFHP compared to Asian alone, percent Census data (37.2%) showing a close comparison, while others show a significant difference among the categories being compared to.

SFHP regularly looks at the following data below to determine the language needs of our members, future members and the community. As of Dec 31, 2024, the total membership was 179,872. Of those members 48.6% reported English as their preferred language followed by 21.7% preferring Cantonese, and 21.4% preferring Spanish.

Most Spoken Languages in California in 2010 (Pie Chart and Table), by the MLA Language Map Data Center https://apps.mla.org/map_data

Note For Table 11 and Table 12 Use one of the forms is to find out about speakers of each language in a particular location. Data marked 2010 are aggregated by the American Community Survey (ACS) from information collected between 2006 and 2010.



SFHP Member Reported Languages Spoken at Home

SFHP Member Reported Languages Spoken at Home	2023 *As of Dec 31, 2023	2024 *As of Dec 31, 2024
English	98561	87540
Chinese	1341	1063
Cantonese	42622	39152
Mandarin	3661	3590
Spanish	28521	38603
Other	4408	4173
Vietnamese	3492	3145
Russian	2542	2606

SFHP Membership Top Telephone Interpreter Requests

Top Languages Requested by Membership	2023		2024	
	#	%	#	%
English	63227	61.40%	56898	62.03%
Spanish	10833	37.98%	13217	34.23%
Chinese (includes Cantonese and Mandarin)	12388	26.10%	12239	27.93%
Russian	623	24.50%	533	20.45%
Vietnamese	233	9.16%	192	7.36%

Once language data is reviewed SFHP will adjust to make sure that the members' needs are met, which includes providing additional resources for both the member and the provider.

About the Americans with Disabilities Act

Disability is any substantial limitation of one or more of a person's daily life activities and may be present from birth or may occur during a person's lifetime. Any individual meeting any of these conditions is an individual with a disability for purposes of coverage under the American with Disabilities Act.

To meet Title VI of the Civil Rights Act of 1964 and Americans with Disabilities Act health care providers are required to assure language access.

Programmatic access to healthcare means that policies and practices that are part of the delivery of care do not hinder the ability of members with disabilities to receive the same quality of care as other people.

In accordance with Title VI of the Civil Rights Act of 1964, Prohibition against national Origin Discriminations, the President's Executive Order 131166, section 1557 of the Patient Protection and Affordable Care Act, SFHP and its providers must make language assistance available to persons with Limited English Proficiency (LEP) at all points of contact during all hours of operation.

Overview of Interpreter Services and Information

<ul style="list-style-type: none"> ▪ Medical groups are required to provide this service to SFHP Medi-Cal members. ▪ Non-English speaking or limited English proficient Medi-Cal members have the right to receive oral interpreter services on a 24-hour basis at no cost to them. ▪ Interpreter services may be provided through an in-person interpreter or telephone language service. ▪ Provider offices must document a member’s preferred language (if other than English) in the medical record. 	<ul style="list-style-type: none"> ▪ Provider offices must document the request and refusal of language/interpretation services in the member’s medical record. ▪ Provider offices must discourage members from using friends, family, and minors as interpreters. ▪ Options for accessing interpreter services in the Bay Area for your patients. ▪ Tips on working with interpreters.
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Request In-Person, Video or Telephone Interpretation Services

Requests for spoken language interpreters by calling the Language Line at **1(800) 752-6096** with 24/7 coverage or at www.language.com this includes other services provided such as on-site interpretation, line mobile interpreter, video interpreter services, and document translation.

Specific to in-person interpreters you can call Interpreters Unlimited at **1(800) 726-9891** or by visiting their website at www.interpretersunlimited.com.

Translation and Alternate Formats of Document Services

For members who require materials to be provided in an alternative format, SFHP fulfills these requests including, but not limited to, audio format in original language of text, interpreter recording in a member’s primary and/or preferred language, an interpreter may read the material to the member, or materials in hard copy braille format.

Translated Materials

SFHP provides written materials in the language the member prefers at no cost. Our materials are regularly available in English, Spanish, Chinese, Vietnamese, and Russian. If you need materials in another language, please contact Customer Service at **1(800) 288-5555**, Monday-Friday 8:30am – 5:30pm.

SFHP Alternate Formats Utilization

Alternate Formats	As of February 18, 2025
Audio	23
Braille	9
Electronic	3
Large Format	5239

Materials in Alternate Formats

We make members and enrollee information available to the visually impaired in alternate formats upon request, at no cost. To request alternate format materials such as: braille, audio, and large print, please contact Customer Service at **1(800) 288-5555**, Monday-Friday 8:30am – 5:30pm.

If you are hearing impaired, please call the TDD/TTY line at **1(415) 547-7830**, toll-free at **1(888) 883-7347** or through the California Relay Service at **711**. You may request this document in alternative formats like braille, large size print, and audio. To request other formats, or for help with reading this document and other San Francisco Health Plan materials, please call Customer Service at **1(415) 547-7800** or toll-free at **1(800) 288-5555**.

To find more information about the language preferences of your members, visit the Provider Resources at <https://www.sfhp.org/providers/provider-tools/interpreter-services/>.

You are encouraged to reach out to the health plan’s Provider Relations Department at **1(415) 547-7818** ext. **7084** to learn more about interpreter services and how this information can be used to strengthen your relationship with your patients.

Provider Training Introduction

Provider training is an important part of what makes San Francisco Health Plan (SFHP) and our provider network successful. We are moving to an improved method of providing you and your staff with 24/7 access to training opportunities.

As of April 2024, the health plan is using the Litmos Learning Management System (LMS). This guide provides answers to commonly asked questions on how to use Litmos for provider training compliance. If you cannot find the answer you are looking for, please contact our support team for assistance **1(415) 547-7818** ext. **7084** or email provider.relations@sfhp.org.