



Language Assistance Program for California Commercial Members

MARCH[®] Vision Care is committed to meeting the needs of our culturally and linguistically diverse population, as well as meeting state regulatory requirements. Below is a list of items and resources that will assist your practice in meeting these goals and better serve MARCH[®] members.

- Providers may request an interpreter for MARCH[®] members. Interpreters are available telephonically or in person at no cost to you or the member.
- Providers may request MARCH[®] assistance in translating vital documents.
- Remember to document the preferred language of the member in the member's medical record.
- If the member refuses the use of an interpreter, please document this in the member's medical record.
- Resources to accommodate limited English proficient members, as well as how to care for a culturally diverse population, are available at www.marchvisioncare.com.
- MARCH[®] requires quarterly updates on any changes that relate to office hours, language capabilities and professional staff changes. Provider attestation forms to record changes, as well as self assessment tools, to determine if providers or office staff is fluent, are available on our www.marchvisioncare.com.
- Members may file a grievance at the practice location or directly to MARCH[®] Vision Care if they have been denied access to Language Assistance. Should members file a grievance, your office should immediately forward it to MARCH[®] Vision Care via fax at (855) 640-6735.

For further assistance, please call Provider Services at (844) 336-2724.