

- [Language Access Checklist For Marketplace Implementation](#) (Mar. 2013)
- [Translation Glossaries: The Need for Standardization of ACA-related Terms](#) (Feb. 2013)
- [NHeLP Testimony to IRS on Additional Requirements for Charitable Hospitals](#) (Dec. 2012)
- [Podcast: California's Language Access Requirements](#) (Dec. 22, 2010)
- [The High Costs of Language Barriers in Medical Malpractice](#) (2010)
- [Language Services Resource Guide for Pharmacists](#) (2010)
- [Analysis of State Pharmacy Laws: Impact of State Pharmacy Laws on the Provision of Language Services](#) (2010)
- [What's in a Word: A Guide to Understanding Interpreting and Translation in Health Care](#) (full Guide) (2010)
- [What's in a Word: A Guide to Understanding Interpreting and Translation in Health Care](#) (two-page overview) (2010)
- [How California Can Pay For Language Assistance Services: Recommendations from the Medi-Cal Language Access Services \(MCLAS\) Task Force](#) (June 2010)
- [Federal Laws and Policies to Ensure Access to Health Care Services for People with Limited English Proficiency](#) (Updated 2009)
- [Health Care Interpreters: Are They Mandatory Reporters of Child Abuse?](#) (Updated 2009)
- [Medicaid and CHIP Reimbursement Models](#) (2009 Update)
- [How Can States Get Medicaid and CHIP for Language Services](#) (2009 Update)
- [NHeLP Comments on Senate Finance Committee's Proposals on Health Care Coverage](#) (May '09)
- [Serving Patients with Limited English Proficiency: Results of a Community Health Center Survey](#) (June '08)
- [Language Access: Understanding the Barriers and Challenges in Primary Care Settings. Perspectives from the Field](#) (June '08)
- [Language Services Resource Guide for Health Care Providers](#) (Oct. '06)
- [Paying for Language Services in Medicare: Preliminary Options and Recommendations](#) (Oct. '06)
- [Full Report - Hospital Language Services for Patients with Limited English Proficiency: Results from a National Survey](#) (Oct. '06)
- [Issue Brief - Patients with Limited English Proficiency: Results from a National Survey](#) (Oct. '06)
- [Issue Brief - Patients with Limited English Proficiency: Results from a National Survey](#) (Oct. '06)
- [Language Access: Understanding the Barriers and Challenges in Primary Care Settings. Perspectives from the Field](#) (June '08)

- [Serving Patients with Limited English Proficiency: Results of a Community Health Center Survey](#) (June '08)
- [Summary of State Law Requirements Addressing Language Needs in Health Care](#) (March '08)
- [Language Proficiency and Adverse Events in U.S. Hospitals: A Pilot Study](#)
- [Language Access Solutions for OB/GYN Medical Practices](#) (Executive Summary, Jan. '07)
- [Strengthening Communication Capacity: California's OB/GYNs Enhance Language Access for Limited English Proficient Patients](#) (Jan. '07)
- [La cobertura periódica de temas de salud 2006 - 2007](#) (Jan '07)
- [The Legal Framework for Language Access in Healthcare Settings: Title VI and Beyond](#) (*Journal of General Internal Medicine*, Nov. '07)
- [Providing Language Services in State and Local Health-Related Benefits Offices: Examples From the Field](#) (Jan. '07)
- [Language Services Resource Guide for Health Care Providers](#) (Oct. '06)
- [Summary of State Law Requirements Addressing Language Needs in Reproductive Health Care Services](#) (March '06)
- [Providing Language Services in Small Health Care Provider Settings: Examples from the Field](#) (April '05)
- [HIPAA and Language Services in Health Care](#) (March '05)
- [Ensuring Linguistic Access in Health Care Settings: Legal Rights and Responsibilities](#) (Aug. '03)
- [Q & A: Interpreters for Home Health Care](#) (July '03)
- [Revised Resource Manual on Immigrant Access to Health Benefits](#) (Aug. '02)
- [Providing Language Interpretation Services in Health Care Settings: Examples from the Field](#) (May '02)
- [Racial, Ethnic, and Primary Language Data Collection in the Health Care System: An Assessment of Federal Policies and Practices](#) (Oct. '01)

Cultural Competency

- [A Guide to Incorporating Cultural Competency into Health Professionals' Education and Training](#) (March '06)
- [Better Communication, Better Care: Provider Tools to Care for Diverse Populations](#) (Sept. '04)
- [Compendium of Cultural Competence Initiatives in Health Care](#) (Kaiser Family Foundation, Feb. 2003)

- [Getting Started ... and Moving On ... Planning, Implementing & Evaluating Cultural and Linguistic Competency for Comprehensive Mental Health Services for Children and Families: Implications for Systems of Care](#) (The National Center for Cultural Competence, 2003)
- [The Provider's Guide to Quality & Culture, a new website from the Health Services and Resources Administration](#) (June '02)
- ["What Did the Doctor Say?:" Improving Health Literacy to Protect Patient Safety](#)
- [Teaching Diversity and Cultural Competence in Health Care: A Trainer's Guide](#) (The Center for the Health Professions, UC-San Francisco)

Webinars

- Webinar: "Show Me the Money – How Medicaid Can Pay for Language Services" (May 2007)
Hosted by NHeLP and the Asian Pacific Islander American Health Forum (APIAHF).
Presentations include:
Overview – Deeana Jang, APIAHF
How Medicaid Reimbursement Works – Mara Youdelman, NHeLP
California – Doreena Wong, NHeLP
Connecticut – Jeannette De Jesus, Hispanic Health Council
New York – Nisha Agarwal, New York Lawyers For The Public Interest
- [May 2007 Webinar "Show Me the Money" PowerPoint Slides](#)
- [Medical Interpretation Fact Sheet](#) (April '07)
- [Seeking Solutions: State Approaches to Covering Medical Interpreter Services in Medicaid and SCHIP Programs](#) (April '07)
- [Medicaid Payments for Medical Interpretation: How is Medical Interpreter Competency Addressed?](#) (April '07)

- Webinar: "California Office of the Patient Advocate's Cultural and Linguistic Access Training" (Nov. '07) Trainings for the California Office of the Patient Advocate's HMO Enrollee Regional Outreach and Information Centers (HEROICS), November 29, 2007.
Presenters include:
Doreena Wong, National Health Law Program
Marty Martinez, California Pan-Ethnic Health Network
Veronica Murillo, California Family Health Council
- [Wong Presentation: How to Obtain Services For Your LEP Clients](#)
- [Martinez Presentation: Advocating for Cultural and Linguistic Access: Policy Issues](#)
- [Murillo Presentation: Translations That Work: Strategies for Translating Language](#)
- [Murillo Handout: Designing the Field-test Instrument](#)

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