



Iowa

Type*	Provision(s)	Description
AGY	Iowa Code § 135.12(1)-(2)	The Office of Multicultural Health is tasked to provide comprehensive management strategies to address culturally and linguistically appropriate services, including strategic goals, plans, policies, and procedures, and designating staff responsible for implementation and requiring and arranging for ongoing education and training for administrative, clinical, and other appropriate staff in culturally and linguistically competent health care and service delivery.
AGY, INT	Iowa Code § 216A.15(9)	The Division of Latino Affairs shall adopt rules to develop a mechanism to ensure the qualifications of Spanish language interpreters and maintain and provide a list of those deemed qualified to administrative, social service, and health agencies, as requested.
AGY	Iowa Code § 216A.155(1)	The Commission on the Status of Iowans of Asian and Pacific Islander heritage shall advise the governor and the general assembly on issues confronting Asian and Pacific Islander persons, including the unique problems of non-English-speaking immigrants and refugees.
MEN	Iowa Code § 225C.28A(1)	State programs for funding services and other support to persons with mental retardation, developmental disabilities, brain injury, or chronic mental illness shall seek to provide comprehensive evaluation and diagnosis adapted to the cultural background, primary language, and ethnic origin of the person.
WOM	Iowa Code § 234.25	For family planning services, in all cases where the recipient does not speak or read the English language, services shall not be given unless the interviews shall be conducted in, and all literature shall be written in, a language which the recipient understands.
PWD	Iowa Admin. Code r. 111-11.10(1), (3), (4)	For independent living rehabilitation services, applicants and eligible individuals have certain rights, including that language interpreters will be used as necessary.
AGY	Iowa Admin. Code r. 111-13.8(1)	When the Department for the Blind requests information from a client or any other person who are unable to communicate in English, the agency shall provide explanations of the request through methods they can understand.
AGY	Iowa Admin. Code r. 141-2.2(4)	If a person is incapable of submitting a written complaint or has difficulty communicating because of a language barrier, the ombudsman shall assist that person in completing a complaint or make accommodations to facilitate communication with that person.
XXX	Iowa Admin. Code r. 191-74.4(3)	For employers who provide referrals to employees to receive information concerning health care or health insurance, if an eligible employee cannot read or understand English, the employer shall offer assistance to the eligible employee in understanding the written referral.
OAA	Iowa Admin. Code r. 321-1.5	For the Department of Elder Affairs, "greatest social need" means the need caused by non-economic factors, which include language barriers, and cultural isolation including isolation caused by racial or ethnic status, that restrict an individual's ability to perform normal daily tasks or that threaten the elder's capacity to live independently.
OAA	Iowa Admin. Code r. 321-7.9(2)	In a planning and service area of the Area Agency on Aging in which 3% of the elder population does not speak English as the principal language, the service provider must provide information and assistance services in the language spoken by elders.
OAA	Iowa Admin. Code r. 321-10.5(2)(c)(15)	Agencies and organizations participating in the Senior Internship Program funded under Title V of the Older Americans Act, must ensure that recruitment efforts are targeted toward minority and limited English-speaking eligible individuals.
INT	Iowa Admin. Code r. 433-2.1-2.14	Develops a mechanism for establishing the qualifications for Spanish/English interpreters. Defines relevant terms for interpreter qualifications and training programs including certified or qualified interpreters, qualified general interpreter, qualified general interpreter training program, qualified specialized "QSITP" means a qualified specialized interpreter training program.

* Codes are available at the end of the document.

Type	Provision(s)	Description
HEA	Iowa Admin. Code r. 441-7.6	For Department of Human Services hearings, persons not familiar with English shall be provided a translation into the language understood by them in written form or orally and are entitled to have an interpreter present during appeal hearings. In all cases when a person is illiterate or semiliterate, the person shall be advised of each right to the satisfaction of the person's understanding.
MEN	Iowa Admin. Code r. 441-22.4(3)(a)(6)(1)	For services for a person with mental illness, chronic mental illness, mental retardation, developmental disabilities or brain injury, service coordinators must assist in obtaining a comprehensive evaluation and diagnosis which is adapted to the cultural background, primary language, and ethnic origin of the person.
MEN	Iowa Admin. Code r. 441-24.4(8)(b)(1)	Providers of services to those with mental illness, chronic mental illness, mental retardation, developmental disabilities or brain injury must ensure staff take language barriers and cultural differences into consideration and make provisions to facilitate meaningful individual participation.
AGY, PWD	Iowa Admin. Code r. 441-25.13(1)(k)	The county management plan for disability services' policies and procedures manual shall designate the use of an application form, which shall be available in formats and languages appropriate to consumers' needs.
MED, STA, CON	Iowa Admin. Code r. 441-78.1(g), (h)	For Medicaid payment of sterilization, consent requires that an interpreter shall be provided when the individual does not understand the language used on the consent form or used by the person obtaining consent. The consent form shall be signed by the individual to be sterilized, the interpreter (when one was necessary), the physician, and the person who provided the required information.
HHC, WOM	Iowa Admin. Code r. 441-78.9(9)	Home health services may be provided for high-risk prenatal maternity patients. High risk may include socio-cultural or ethnic problems such as language barriers that lead the recipients to being unable to receive the care outside of the home.
EPS	Iowa Admin. Code r. 441-78.18(6)(b)	Information and coordination services provided through EPSDT targeted case management services shall utilize accepted methods for informing guardians or custodians cannot understand the English language.
CRD	Iowa Admin. Code r. 441-81.16(4)(b)(1)(7)	Nurses' aides' competency evaluation shall be in English, unless the prevailing language used in the facility where a nurse aide will be working is other than English.
MED, MCO, TRA	Iowa Admin. Code r. 441-86.13(6)(f), (14)	The third party administrator of the state's HAWK-I program shall notify managed care plans when the number of enrollees who speak the same non-English language equals or exceeds 10 percent of the number of enrollees in the plan. The third-party administrator shall develop and provide timely and adequate approval, denial, and cancellation notices that shall be available in English and Spanish.
MCO, TRA	Iowa Admin. Code r. 441-86.15(6)(c)(2)	All Medicaid managed care plan literature and brochures shall be available in English and any other language when enrollment in the plan by enrollees who speak the same non-English language equals or exceeds 10 percent of all enrollees in the plan and shall be made available to the third-party administrator for distribution.
MEN	Iowa Admin. Code r. 441- 88.71 (249A)	The contractors within the Managed Health Care Providers Division under the Iowa Plan for Behavioral Health shall provide enhanced outreach to beneficiaries with special needs including non-English speaking persons.



Iowa continued

Type	Provision(s)	Description
RGT, TRA, MFA, LTC	Iowa Admin. Code r. 481- 57.35(6)(b), (e); 481-58.39(6)(b), (e); 481-62.23(3)(b), (d); 481-63.33(6)(b), (e); 481-65.25(2)(b), (d)	Steps shall be taken to translate residents' rights and responsibilities for non-English speaking residents in residential care facilities; in nursing facilities; in residential care facilities for the mentally ill; in residential care facilities for the mentally retarded; and in intermediate care facilities for the mentally ill.
WOM	Iowa Admin. Code r. 641-76.4, 641-76.5(3)(e)	In the maternal and child health program, service providers should provide access to translation services. The definitions also include references to language access – "dental home" means a usual source of dental care where dental care services are provided in a primary care setting where care is culturally competent; "enabling services" means services that allow or provide for access to and the derivation of benefits from, the array of basic health care services and include activities such as translation.
PRO	Iowa Admin. Code r. 645-282.2(1)(b)	The licensed social worker rules of conduct require that if a client is not literate or has difficulty understanding the primary language used in the practice setting, a licensee shall attempt to ensure the client's comprehension. This may include providing the client with a detailed verbal explanation or arranging for a qualified interpreter or translator whenever possible.

Using the State Charts

The Charts present information for each state along three columns. The first column provides a three-letter code that signifies the subject matter of the law being cited. The second column gives the citation to the provision, and the last column offers a brief summary of the provision. The first column coding is as follows:

Code Subject Matter

AGY	Government agency requirements (excluding hearings/legal proceedings)
CHC	Community health centers
CHI	Children's health (excluding EPSDT and early intervention)
CON	Consent (e.g. informed consent)
CRD	Credentialing or profiles for health professionals (e.g. nurses' aides testing)
EIS	Early Intervention Services for children and newborn screening
EPS	Medicaid Early and Periodic Screening, Diagnostic and Treatment Services
FAM	Use of family members, friends, children as interpreters
HEA	Hearings/legal proceedings
HHC	Home health agencies, personal care services, and adult day health centers (not related to mental illness/developmental disabilities)
HIV	HIV/AIDS
HOS	Hospitals
INS	Insurance carriers (may include health maintenance organizations)
INT	Interpreter standards/certification/qualifications
LTC	Long-term care, including nursing homes, assisted living (not related to mental illness/developmental disabilities)
MED	Medicaid

Code Subject Matter

MEN	Services for people with mental health issues or developmental disabilities, including behavioral health services, habilitation services and Independent Living services (not facilities)
MCE	Medicare
MCO	Managed care organization/Prepaid in-patient/ambulatory health plan
MFA	Facilities for mental illness, ICF/MRs, and other facilities for the provision of psychiatric or mental health services
OAA	Services for the elderly or services under the Older Americans Act
PAY	Reimbursement/payments
PRO	Health professions standards/requirements
PUB	Public health
PWD	People with disabilities
RGT	Patient/client rights
STA	Sterilization/abortion
TRA	Translation
UNI	Universal
WOM	Services related to women's health but not abortion/sterilization
XXX	Other