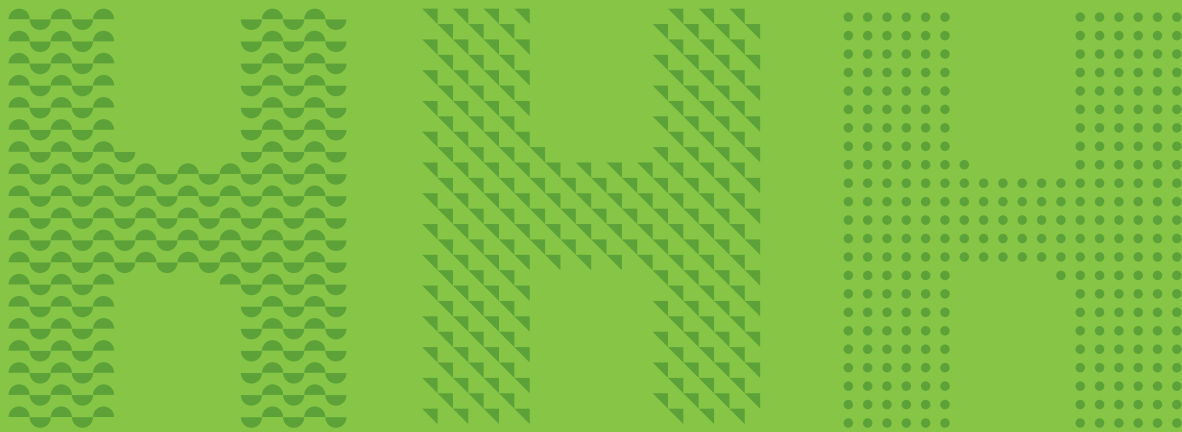


# Provider education: accommodations and support for people with disabilities



**Humana**  
Healthy Horizons®  
in Virginia

Humana Healthy Horizons in Virginia is a Medicaid product of Humana Wisconsin Health Organization Insurance Corporation.

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## Humana Healthy Horizons in Virginia provider accessibility requirements

Healthcare providers must meet all accessibility requirements specified by their Humana contracts and by state and federal laws.

Humana's minimum provider agreement requirements include:

- Providing physical access, reasonable accommodations and accessible equipment for members with physical or mental disabilities
- Having policies in place to protect patients from discrimination. The information below may help providers meet these requirements.

In addition, federal laws—Americans with Disabilities Act (ADA) and Section 1557 of The Affordable Care Act—require healthcare providers to have:

- Telephonic interpretation in at least 150 languages. There are many vendors that offer this service to healthcare providers on a pay-as-you-go basis.
- Sign language capabilities, either in-person or via video remote interpretation
- A notice of nondiscrimination per Section 1557 of The Affordable Care Act that is posted and presented to patients. The notice should state the practice or facility does not discriminate and provides limited English proficiency (LEP) services and auxiliary aids and services.

Please direct questions on accessibility requirements in your contract to your contractor or Provider Education/Outreach representative.

## Credentialing and recredentialing requirements

To ensure provider offices comply with credentialing/recredentialing requirements, Humana may utilize a site survey. The survey includes checks for compliance with accommodation requirements for patients with disabilities. If your office is scheduled to undergo a site survey, you can use the list below to check your compliance with Humana's accommodation requirements and guidelines.

### Compliance for the physically disabled: equipment/scales

- Is there a weight scale that can accommodate wheelchairs or people who are unable to stand without assistance, which is either integrated into a patient lift or an exam table or has a platform?
- Does your office have, or can your office adapt, an exam table for accessible transfers of people who use a wheelchair or are unable to transfer without assistance? This may include the use of an adjustable-height table, transfer board, portable lift or stretcher/gurney.

### Accommodations for people with disabilities and LEP

- Are translation services, such as an oral interpretation vendor, available in a minimum of 150 languages?
- Can the office and staff accommodate members with hearing, speech, sight disabilities and mobility issues?
  - The following materials are examples of accommodations: paper/writing utensils, visual aids, written materials, assistive-listening devices or systems, and access to qualified sign language interpreters.

## Hearing loss

Tips and suggestions for providing inclusive and member-centric care to those with hearing loss.

- Research hearing loss and how it impacts an individual's communication and care needs and preferences.
- Train staff on ADA requirements.
- Offer help and ask the patient if they need assistance, rather than assuming.
- Allow extra time for appointments.
- Face the patient when speaking.
- Make eye contact with the patient.
- Treat patient with dignity and respect.
- Ask the patient for their preferred method of communication.
- Use an interpreter if needed and pause when communicating to allow time for translation.
- Speak directly to the patient, not the caregiver or translator.
- Use "person-first" language when referring to a patient; for example, "person with disability" rather than "disabled person."
- Use written notes and visual aids to help communication.
- Ask questions to have a full understanding and ensure the patient understands as well.

## Visual impairment

Tips and suggestions for providing inclusive and member-centric care to those with visual impairment.

- Research visual impairment and how it impacts an individual's communication, care needs and preferences.
- Train staff on ADA requirements.
- Ensure your facility is accessible, including Braille signage at elevators and doorways as well as clear pathways.
- Allow extra time for appointments.
- Introduce yourself and any others with you verbally and announce when you are leaving.
- Treat patient with dignity and respect and use a normal tone.
- Speak directly with the patient, rather than the caregiver with them.
- Offer help and ask the patient if they need assistance, rather than assuming.
- Ask questions to have a full understanding and ensure the patient understands as well.
- Use "person-first" language when referring to a patient; for example, "person with disability" rather than "disabled person."
- Information should be available in multiple forms such as large print, Braille, audio recording or an electronic format based on patients' preference.
- Provide a qualified reader—in person or electronically—to the patient if they give permission.
- Have a website that facilitates computer screening technology.

## Speech impairments or difficulties

Tips and suggestions for providing inclusive and member-centric care to those with speech impairments or difficulties.

- Research speech difficulties and how they impact an individual's communication, care needs and preferences.
- Train staff on ADA requirements.
- Allow extra time for appointments—you may need an additional communication option.
- Make eye contact with the patient.
- Treat patient with dignity and respect and use a normal tone.
- Speak directly with the patient, rather than the caregiver with them.
- Use "person-first" language when referring to a patient; for example, "person with disability" rather than "disabled person."
- Offer help and ask the patient if they need assistance, rather than assuming.
- Ask questions to have a full understanding and ensure the patient understands as well.
- Be patient and listen closely. Ask the patient to repeat themselves if needed or use written communication.
- Allow the person to finish their sentences, and do not speak for them.

## Intellectual disabilities

Tips and suggestions for providing inclusive and member-centric care to those with intellectual disabilities.

- Research intellectual disabilities and how they impact an individual's care needs and preferences.
- Train staff on ADA requirements.
- Allow extra time for appointments.
- Treat patient with dignity and respect and use a normal tone.
- Speak directly with the patient, rather than the caregiver with them.
- Make eye contact with the patient.
- Offer help and ask the patient if they need assistance, rather than assuming.
- Ask questions to have a full understanding and ensure the patient understands as well.
- Use "person-first" language when referring to a patient; for example, "person with disability" rather than "disabled person."
- Use pictures and diagrams as needed.
- Provide a reader—in person or electronically—if the patient allows.
- Be patient, listen carefully, repeat if needed and ask the patient questions to ensure understanding.

## Mobility needs

Tips and suggestions for providing inclusive and member-centric care to those experiencing mobility issues.

- Research how an individual's mobility needs can impact their care needs and preferences.
- Train staff on ADA requirements.
- Ensure all areas of building—including the parking lot, entrances, corridors and restrooms—are accessible.
- Allow extra time for appointments.
- Ensure exam rooms and medical equipment are accessible.
  - Room for mobility devices
  - Clear floor space
  - Scales that can accommodate mobility aids
- Treat patient with dignity and respect.
- Be aware that personal space includes their mobility aid as well.
- Make eye contact with the patient, standing or sitting if needed.
- Offer help and ask the patient if they need assistance, rather than assuming.
- Use “person-first” language when referring to a patient; for example, “person with disability” rather than “disabled person.”
- Ask permission before helping move a wheelchair or other mobility aid.
- Do not examine patients while they are in their wheelchair.

## Humana resources and policies

### Inclusivity and accessibility on Humana websites

We are continuously improving our digital experiences to meet or exceed inclusive design best practices and web accessibility standards. We follow and support **Section 508 of the US Rehabilitation Act** and the **Web Content Accessibility Guidelines (WCAG) 2.0 A/AA Guidelines** from the W3C **Web Accessibility Initiative**.

To provide accessible web and mobile app experiences, we strive to:

- Make our content and navigation easy to see.
- Make it easy to interact using a mouse, touchpad, keyboard and/or touch screens.
- Provide text and visual alternatives for sounds and visuals.
- Support using a computer without a monitor or display.
- Support using assistive technologies to navigate and access content.
- Support the use of native accessibility features on mobile devices and tablets.

If you are helping a member who requires language assistance or alternative formats, please visit our **Communication assistance page**.

**ADA training modules: ADA Training | ADA National Network ([adata.org](https://adata.org))**

## Member language assistance and interpreter services

If you are assisting a Humana member with disabilities or LEP, please be aware that Humana provides the following communication services at no cost when the member is interacting with us:

- Over-the-phone interpretation available in 150 languages
- American Sign Language interpreters (in person or via video)
- Linguistically trained interpreters for visually impaired customers
- Video interpretation from a smartphone or computer
- Teletype (TTY) services
- Written materials available in languages other than English, and in alternative formats including braille, audio, large print and accessible PDF.

To speak with an interpreter, request assistance or report a problem, Humana Healthy Horizons-covered patients can visit the Humana Communication Assistance page Communication Assistance, Accessibility Resources from Humana, call the number on the back of their member ID card or call **877-320-1235**, option **9 (TTY: 711)**. Hours of operation are 8 a.m. to 8 p.m., Eastern time.

### Resources:

1. Accessible Health Care | ADA National Network (<https://adata.org/factsheet/accessible-health-care>)
2. Enhancing Services for Deaf, Hard of Hearing, and Deafblind Patients in Rural America - The Rural Monitor (<https://www.ruralhealthinfo.org/rural-monitor/enhancing-services-for-deaf>)
3. Communicating with People with Disabilities (<https://www.nln.org/education/teaching-resources/professional-development-programsteaching-resourcesace-all/ace-d/additional-resources/communicating-with-people-with-disabilities-e030c45c-7836-6c70-9642-ff00005f0421>)
4. 6 Tips for Caring For Patients with Disabilities (<https://myallamericancare.com/blog/2019/07/16/6-tips-for-caring-for-patients-with-disabilities/>)