

Supporting members with limited English proficiency

Clear communication is fundamental to delivering safe, high-quality care. Security Health Plan (SHP) remains committed to ensuring all members, including those with limited English proficiency (LEP) or who are deaf or hard of hearing, have meaningful access to the information and services they need to manage their health.

SHP has resources available to support members with LEP in our [Provider Manual](#). They include LanguageLine services, a language identification guide, tips for working effectively with an interpreter and documentation best practices.

In addition, written materials, including member communications and key clinical documents, are available in multiple languages and alternate formats, such as large print and Braille, upon request.

Providers play a critical role in helping members access these services. We encourage all network providers to consistently offer qualified interpreter services at no cost to patients and to avoid relying on family members, especially minors, for interpretation. Using trained interpreters helps ensure accuracy, protects patient privacy and supports compliance with federal and state requirements.

The chart below is a sample of the primary languages of the health plan's Medicaid membership as of December 2025.

Primary Language	Percent
Total	100%
English	92.1%
Hmong	1.0%
Portuguese	0.2%
Spanish	2.6%
No Language	3.7%

**Denotes the primary language of 100 Medicaid members.*

Our member population requests assistance most often with Spanish and Hmong. In 2024, Spanish accounted for 64% of the requests followed by Hmong at 9.9%. In 2025, Hmong accounted for 17.3% of the requests with Spanish at 57.9%.

Working together we can reduce communication barriers, improve health outcomes and advance health equity across our communities. If you have questions about available language assistance services or need support, please refer to the provider portal or contact the Provider Experience for assistance. Thank you for your ongoing partnership in ensuring every member receives the care and understanding they deserve.