

ASSEMBLY BILL

No. 2325

Introduced by Assembly Member John A. Pérez

February 21, 2014

An act to add Chapter 13 (commencing with Section 3599.50) to Division 4 of Title 1 of the Government Code, and to add Article 4.6 (commencing with Section 14146) to Chapter 7 of Part 3 of Division 9 of the Welfare and Institutions Code, relating to Medi-Cal.

LEGISLATIVE COUNSEL'S DIGEST

AB 2325, as introduced, John A. Pérez. Medi-Cal: CommuniCal.

Existing law provides for the Medi-Cal program, which is administered by the State Department of Health Care Services, under which qualified low-income individuals receive health care services. The Medi-Cal program is, in part, governed and funded by federal Medicaid Program provisions. Existing federal law provides for increased administrative funding for translation and interpretation services provided in connection with the enrollment, retention, and use of services under the Medicaid Program.

This bill would require the department to establish the Medi-Cal Patient-Centered Communication program (CommuniCal), to be administered by a 3rd-party administrator, to, commencing July 1, 2015, provide and reimburse for medical interpretation services to Medi-Cal beneficiaries who are limited English proficient (LEP). This bill would establish the CommuniCal Program Fund in the State Treasury, which would consist of moneys dedicated to the CommuniCal program, to be used upon appropriation by the Legislature to the department solely to fund the CommuniCal program.

Existing law provides for the certification of administrative hearing interpreters and medical examination interpreters for purposes of administrative adjudications.

This bill would require the department to be the certifying body for CommuniCal certified medical interpreters (CCMIs), and to authorize other interpreters meeting specified requirements, including a screening test, to provide CommuniCal services. The bill would require the department to (1) develop, monitor, and evaluate interpreter competency, qualifications, training, certification, and continuing education, (2) by September 1, 2015, approve an examination and certification process to test and certify the competency of medical interpreters, and (3) maintain a registry of those persons who meet the requirements to provide CommuniCal services. The bill would require the department to establish the Community Advisory Committee for purposes of assisting the department in the above-described tasks. The bill would also require the department to establish and charge fees that do not exceed reasonable costs for applicants to take any department-administered examinations and be certified or authorized and listed in the registry, and would require the department, in consultation with the Community Advisory Committee, to adopt quality standards and medical interpretation certification requirements through regulations.

The Ralph C. Dills Act provides for employer-employee relations between the state and its employees, as specified, including, among other things, the right of state employees to form, join, and participate in the activities of employee organizations for the purpose of representation on all matters of employer-employee relations, as specified.

This bill would provide that CommuniCal interpreters would have the right to form, join, and participate in the activities of a labor organization of their own choosing for the purpose of representation of specified employer-employee matters. The bill would provide that CommuniCal interpreters would not be considered state employees for purposes of the bill, but would have the right to be represented by an exclusive labor organization of their own choosing for the purpose of collective bargaining with the state on matters of mutual concern, including their base reimbursement rate.

The bill would provide that upon application by petition, authorization cards, or union membership cards of a labor organization adequately showing that a majority of CommuniCal interpreters in the state desire

to be represented exclusively by that labor organization, and no other labor organization is currently certified as the exclusive representative, the Public Employment Relations Board shall certify and grant exclusive representation to that labor organization, and would establish other election procedures to be administered by that board.

The bill would require that any agreement resulting from collective bargaining be legally binding upon the state and committed to writing, and would further require that, upon the completion of discussions and collective bargaining, any agreement be reduced to writing and be presented to the appropriate administrative, legislative, or other governing body in the form of a binding agreement, resolution, bill, law, or other form required for adoption.

The bill would provide that, after the certification of a labor organization, the state shall approve and have deducted, upon authorization in the case of dues deduction, from the appropriate reimbursement or other payment to the members of the labor organization the monthly amount of dues or service fees as certified by an executive officer of the labor organization, and shall transmit the amount to the treasurer of the labor organization.

Vote: majority. Appropriation: no. Fiscal committee: yes. State-mandated local program: no.

The people of the State of California do enact as follows:

- 1 SECTION 1. The Legislature finds and declares all of the
- 2 following:
- 3 (a) California has long been recognized as one of the most
- 4 racially and linguistically diverse states; the state is home to
- 5 residents who speak over 200 languages.
- 6 (b) Approximately one in five Californians is limited English
- 7 proficient (LEP) and identifies as speaking English less than very
- 8 well.
- 9 (c) Language access and the right to interpretation services is
- 10 required under Title VI of the federal Civil Rights Act of 1964,
- 11 the Dymally-Alatorre Bilingual Services Act of 1973 (Chapter
- 12 17.5 (commencing with Section 7290) of Division 7 of Title 1 of
- 13 the Government Code), the Knox-Keene Health Care Service Plan
- 14 Act of 1975 (Chapter 2.2 (commencing with Section 1340) of
- 15 Division 2 of the Health and Safety Code), Section 11135 of the

1 Government Code, Section 1259 of the Health and Safety Code,
2 and California civil rights law.

3 (d) The demand for medical interpretation services by Medi-Cal
4 beneficiaries is significant, with 45.2 percent of Medi-Cal
5 beneficiaries speaking a language other than English.

6 (e) The state will experience an even greater demand for
7 language services as health care reform measures are implemented
8 over the next few years and 35 percent of Californians expected
9 to become newly eligible for Medi-Cal as a result of the federal
10 Patient Protection and Affordable Care Act (Public Law 111-148)
11 will speak English less than well.

12 (f) In California, language assistance services are provided in
13 an uncoordinated manner that lacks transparency and
14 accountability, and a majority of services are currently provided
15 ad hoc by family members and friends or untrained staff.

16 (g) California has the opportunity to meet the growing demand
17 early on by accessing millions of dollars in federal matching funds
18 to provide medical interpretation services to LEP Medi-Cal
19 beneficiaries.

20 (h) Professional medical interpretation services help reduce
21 avoidable medical errors and provider malpractice liability for
22 physicians and other health care providers.

23 (i) A coordinated program to offer medical interpreter services
24 will improve health care outcomes for LEP Californians and help
25 control health care costs that result from a lack of access to
26 preventative and primary care.

27 SEC. 2. It is the intent of the Legislature to do all of the
28 following:

29 (a) Create the CommuniCal program, which shall provide
30 reliable access to language interpretation for Medi-Cal beneficiaries
31 who are limited English proficient.

32 (b) Establish a mechanism for accessing federal Medicaid
33 matching funds to provide a majority of the funding for the
34 CommuniCal program.

35 (c) Enable trained and qualified interpreters to meet the demand
36 for language services for a significant portion of the estimated
37 3,000,000 Medi-Cal beneficiaries with limited English proficiency.

38 (d) Facilitate accurate and timely communication between
39 limited-English-proficient patients and their health care providers,
40 which will improve quality of care, reduce medical errors, increase

1 patient understanding and compliance with health diagnoses and
2 care plans, and reduce the cost of health care by eliminating waste,
3 such as unnecessary tests and other care.

4 SEC. 3. Chapter 13 (commencing with Section 3599.50) is
5 added to Division 4 of Title 1 of the Government Code, to read:

6
7 CHAPTER 13. COMMUNICAL MEDICAL INTERPRETERS

8
9 Article 1. Certification and Registration of CommuniCal
10 Medical Interpreters

11
12 3599.50. (a) For purposes of this chapter, the following
13 definitions apply:

14 (1) “CommuniCal” means the Medi-Cal Patient-Centered
15 Communication program established pursuant to Article 4.6
16 (commencing with Section 14146) of Chapter 7 of Part 3 of
17 Division 9 of the Welfare and Institutions Code.

18 (2) “CommuniCal certified medical interpreter” or “CCMI”
19 means an interpreter who has been certified pursuant to subdivision
20 (b) of Section 3599.51.

21 (3) “CommuniCal interpreter” means an interpreter who is
22 authorized to provide CommuniCal services pursuant to Section
23 3599.51.

24 (4) “Certifying body” or “department” means the State
25 Department of Health Care Services.

26 (5) “Community Advisory Committee” means the committee
27 established pursuant to Section 3599.53.

28 (6) “Interpreter” means an oral interpreter who is fluent in
29 English and in a necessary second language, who can accurately
30 speak, read, and readily interpret the necessary second language,
31 but does not include a sign language interpreter or a deaf-blind
32 interpreter.

33 (b) Notwithstanding any other law, the State Department of
34 Health Care Services shall serve as the CommuniCal certified
35 medical interpreter (CCMI) certifying body. The certifying body
36 shall do both of the following:

37 (1) Develop, monitor, and evaluate interpreter competency,
38 qualifications, training, certification, and continuing education
39 requirements for medical interpreters.

1 (2) By September 1, 2015, in consultation with the Community
2 Advisory Committee, approve an examination and certification
3 process to test and certify the competency of medical interpreters
4 pursuant to Section 3599.51.

5 3599.51. (a) As a condition of certification, an interpreter shall
6 complete at least one of the following:

7 (1) Pass an examination administered by a nonprofit organization
8 selected by the department that is nationally accredited to offer
9 certification examinations for health care interpreters.

10 (2) Pass an examination developed by a state-established
11 language testing and certification program that includes, at a
12 minimum, both an oral and written component and the following
13 competency standards:

14 (A) A documented and demonstrated professional level of
15 language fluency in both English and the other specified language.

16 (B) A fundamental knowledge, in both English and the other
17 specified language, of health care terminology and concepts
18 relevant to health care delivery systems.

19 (C) Education and training in interpreter ethics, conduct,
20 practice, and confidentiality. The department shall adopt standards
21 in interpreter ethics, conduct, practice, and confidentiality
22 promulgated by the California Healthcare Interpreting Association,
23 the National Council on Interpreting in Health Care, or both.

24 (3) Achieve the designation of Certified Healthcare Interpreter
25 from the Certification Commission for Healthcare Interpreters
26 (CCHI).

27 (4) Achieve the designation of Certified Medical Interpreter
28 from the National Board of Certification for Medical Interpreters
29 (NBCMI).

30 (5) Hold a current interpreter’s certification pursuant to Article
31 4 (commencing with Section 68560) of Chapter 2 of Title 8 or
32 Article 8 (commencing with Section 11435.05) of Chapter 4.5 of
33 Part 1 of Division 3 of Title 2.

34 (b) Each interpreter who has met the requirements of subdivision
35 (a), is listed on the CommuniCal Medical Interpreter Registry
36 established pursuant to subdivision (e), and has been issued a
37 certificate by the certifying body shall be known as a CommuniCal
38 Certified Medical Interpreter (CCMI).

39 (c) (1) In addition to the certification process described in
40 subdivision (b), commencing July 1, 2015, the department shall

1 authorize CommuniCal services to be provided by an interpreter
2 of languages of lesser diffusion or languages for which a CCMI
3 examination has not been created. The department shall send an
4 authorization letter to any person who satisfies the requirements
5 of this subdivision.

6 (2) The certifying body, in consultation with the Community
7 Advisory Committee, shall authorize an interpreter to provide
8 CommuniCal services if the interpreter passes a screening test that
9 includes both of the following:

10 (A) A written test, which need not be language specific, but
11 which shall include the following categories of knowledge, skills,
12 and abilities:

- 13 (i) Managing an interpreter encounter.
- 14 (ii) Health care terminology.
- 15 (iii) Interacting with other health care professionals.
- 16 (iv) Preparing for an interpreting encounter.
- 17 (v) Cultural responsiveness.

18 (B) An oral test utilizing the target language spoken by the
19 interpreter to test his or her linguistic and interpreting skills.

20 (d) Commencing July 1, 2015, in order to be eligible to provide
21 CommuniCal services pursuant to Article 4.6 (commencing with
22 Section 14146) of Chapter 7 of Part 3 of Division 9 of the Welfare
23 and Institutions Code, an interpreter shall be certified as a CCMI
24 or shall be authorized to provide CommuniCal services pursuant
25 to subdivision (c).

26 (e) The certifying body shall maintain a list of all interpreters
27 who meet the requirements of subdivisions (b) and (c), which shall
28 be known as the CommuniCal Medical Interpreter Registry.

29 (f) (1) In order to meet anticipated demand for services under
30 CommuniCal, the certifying body shall authorize an interpreter to
31 provide CommuniCal services, until the interpreter becomes
32 certified pursuant to subdivision (b) or receives an authorization
33 letter pursuant to subdivision (c), if the person meets all of the
34 following requirements:

35 (A) The interpreter can demonstrate that as of January 1, 2015,
36 he or she has worked regularly and professionally as an in-person
37 medical interpreter during the previous two years.

38 (B) The interpreter is at least 18 years of age.

1 (C) The interpreter has a minimum of a United States high
2 school diploma or General Education Development (GED), or its
3 equivalent from another country.

4 (D) The interpreter has demonstrated linguistic proficiency in
5 English and another specified language.

6 (2) In addition to the provisional authorization provided in
7 paragraph (1), the certifying body shall authorize an interpreter to
8 provide CommuniCal services, until the interpreter becomes
9 certified pursuant to subdivision (b) or receives an authorization
10 letter pursuant to subdivision (c), if the person graduated from an
11 accredited medical interpreter training program at a college or
12 university before January 1, 2014.

13 (3) If an interpreter who is authorized to provide CommuniCal
14 services pursuant to paragraphs (1) and (2) does not become
15 certified or receive an authorization letter by December 31, 2017,
16 he or she shall not be authorized to provide CommuniCal services.

17 3599.52. (a) The certifying body shall establish and charge
18 fees, which do not exceed the reasonable costs, for applicants to
19 take any department-administered examination offered pursuant
20 to Section 3599.51. The certifying body shall establish and charge
21 a single fee that does not exceed the reasonable costs for
22 certification, authorization, and listing on the registry. The purpose
23 of these fees is to cover the annual projected costs of carrying out
24 this article.

25 (b) Each CommuniCal interpreter shall pay a registry and
26 certification or authorization fee, not to exceed the reasonable
27 costs, for the renewal of the certification or authorization and
28 continued listing on the registry. The registry and certificate or
29 authorization fee shall be due on July 1 of each year.

30 (c) The certifying body shall establish, maintain, administer,
31 and publish annually an updated registry of CommuniCal
32 interpreters. The certifying body may remove the name of a person
33 from the registry if any of the following conditions occurs:

34 (1) The person is deceased.

35 (2) The person notifies the board that the person is unavailable
36 for work.

37 (3) The person does not submit a registry and certification or
38 authorization fee or renewal fee as required by subdivision (b).

39 (4) The person fails to meet the quality standards and medical
40 certification requirements established pursuant to Section 3599.53.

1 (d) For the 2014–15 fiscal year only, the fee for certification,
2 authorization, and listing on the registry as described in Section
3 3599.51 is waived.

4 3599.53. (a) The certifying body shall adopt quality standards
5 and medical interpretation certification requirements through
6 regulations, which shall include, but not be limited to, maintaining
7 patient confidentiality and familiarity or experience working with
8 medical terminology. It shall determine the testing requirements
9 for certification in each language and create a list of those
10 languages where standards permit registration of the interpreter.

11 (b) For purposes of assisting with the tasks described in
12 subdivision (a), the certifying body shall establish the Community
13 Advisory Committee. The Community Advisory Committee shall
14 include interested stakeholders that reflect the diversity of the state
15 in terms of race, ethnicity, gender, sexual orientation, immigration
16 status, and geography, including representatives of all of the
17 following industries:

18 (1) Government.

19 (2) Health care providers, such as health care service plans,
20 physicians, community and federally qualified health clinics,
21 hospitals, or both.

22 (3) Limited-English-proficient consumers.

23 (4) Health care or language access advocates.

24 (5) Medical or health care interpreters.

25 (6) Any other expert or individual that the department deems
26 appropriate.

27 3599.54. The exclusive representative of CommuniCal
28 interpreters and a nonprofit organization, and the Community
29 Advisory Committee shall partner to create and administer a
30 training program for medical interpreters, in order to prepare
31 interpreters for any department-administered examination offered
32 pursuant to Section 3599.51 or other certification standards
33 established for languages of lesser diffusion and provide continuing
34 education for those CommuniCal interpreters placed on the registry.
35 The Community Advisory Committee shall make recommendations
36 on interpreter certification and services.

37 3599.55. The relationship of CommuniCal interpreters to all
38 parties and recipients of service is one of independent contractor,
39 unless otherwise specified by law.

1 3599.56. Only CommuniCal interpreters shall be represented
2 by a labor organization for purposes of collective bargaining
3 pursuant to Article 2 (commencing with Section 3599.70).

4

5 Article 2. Collective Bargaining for CommuniCal Certified
6 Medical Interpreters

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8 3599.70. (a) CommuniCal interpreters shall have the right to
9 form, join, and participate in the activities of a labor organization
10 of their own choosing for the purpose of representation on all
11 matters specified in this section. The state action antitrust
12 exemption to the application of federal and state antitrust laws is
13 applicable to the activities of CommuniCal interpreters and their
14 exclusive representatives authorized under this article or other
15 applicable law.

16 (b) CommuniCal interpreters shall have the right to be
17 represented by an exclusive labor organization of their own
18 choosing for the purpose of collective bargaining with the State
19 of California on matters of mutual concern, including, but not
20 limited to, the following:

21 (1) Development, maintenance, and application of the registry.

22 (2) The setting of reimbursements and rates for state-funded
23 medical interpreter programs.

24 (3) The allocation, process, procedure, distribution,
25 methodology, and manner of payment of interpreter
26 reimbursements and rates.

27 (4) Professional development, certification and training,
28 recruitment and retention of qualified interpreters, and language
29 access quality standards.

30 (5) Dispute resolution mechanisms binding on third-party
31 administrators and their subcontractors of state-funded interpreter
32 programs.

33 (6) Mechanisms and funding to improve state-funded medical
34 interpreter programs and the stability, funding, rules, regulations,
35 and operation of state-funded medical interpretation programs.

36 (7) Scheduling systems of interpreter services under state-funded
37 interpreter programs.

38 (8) Mediums and modes of delivery of interpretation services
39 under state-funded medical interpretation programs.

1 (9) The improvement and expansion of quality medical
2 interpretation services.

3 (10) The collection and disbursement of established dues or
4 fees to the exclusive representative of CommuniCal interpreters.

5 (c) This section shall not apply to work performed as an
6 employee of an employer.

7 (d) The appropriate bargaining unit for CommuniCal interpreters
8 shall be a statewide unit of eligible CommuniCal interpreters.

9 (e) CommuniCal interpreters are not public employees and this
10 article does not create an employer-employee relationship between
11 CommuniCal interpreters and the state or patient-centered
12 communication brokers for any purpose, including, but not limited
13 to, state employee eligibility for health or retirement benefits, or
14 vicarious liability in tort.

15 3599.71. A labor organization as referenced in this section is
16 defined as a labor organization described in Section 501(c)(5) of
17 the Internal Revenue Code which has as its primary purpose the
18 representation of public service providers in their relations with
19 state and other public entities.

20 3599.72. Upon request by a labor organization that is signed
21 by 20 percent of CommuniCal interpreters, the certifying body
22 shall furnish to the labor organization a list of all CommuniCal
23 interpreters including full names, telephone numbers, email
24 addresses, and mailing or home addresses within five days of the
25 request.

26 3599.73. (a) Upon application by petition, authorization cards,
27 or union membership cards of a labor organization adequately
28 showing that a majority of CommuniCal interpreters in the state
29 desire to be represented exclusively by that labor organization,
30 and no other labor organization is currently certified as the
31 exclusive representative, the Public Employment Relations Board
32 (PERB) shall certify and grant exclusive representation of the
33 CommuniCal interpreters to the labor organization for the purposes
34 set forth in this section.

35 (b) Upon application by petition, authorization cards, or union
36 membership cards of a labor organization adequately showing that
37 less than a majority but at least 30 percent of CommuniCal
38 interpreters desire to be represented exclusively by that labor
39 organization, and no other labor organization is currently certified
40 as the exclusive representative, the matter to determine

1 representation shall be set for a mail ballot election administered
2 by PERB pursuant to its rules and regulations for administering
3 elections. If a PERB regulation or rule conflicts with this section,
4 this section shall control.

5 (c) PERB shall accept, review, and certify all valid applications
6 submitted pursuant to subdivisions (a) and (b) pursuant to its rules
7 and regulations. If a PERB regulation or rule conflicts with this
8 section, this section shall control.

9 (d) Any representation election shall be a mail ballot election.

10 (e) Within 10 days of receipt of an adequate petition,
11 authorization cards, or union membership cards necessitating an
12 election, PERB shall conduct a preelection conference with the
13 labor organization and the state prior to scheduling an election for
14 the purpose of clarifying issues, obtaining stipulations, executing
15 a directed election order or consent election agreement, and taking
16 other actions to expedite the process. The labor organization and
17 the state shall engage in a good faith effort to reach a consent
18 election agreement stipulating the parties to appear on the ballot,
19 the form of the ballot, the CommuniCal interpreters eligible to
20 vote, the rules governing the election, and the date, time, and other
21 specifics of the mail ballot election. The state shall be represented
22 by the Department of Human Resources and the State Department
23 of Health Care Services.

24 3599.74. No other labor organization shall be permitted to
25 intervene in an election unless prior to the preelection conference,
26 by petition, authorization cards, or union membership cards, the
27 intervening labor organization adequately shows at least 30 percent
28 of CommuniCal interpreters in the state as of January 1 of the year
29 the application is made desire to be represented exclusively by the
30 intervening labor organization.

31 3599.75. PERB shall proceed to determine all issues or matters
32 in dispute. The determination and a directed election order or
33 consent election agreement between the labor organization and
34 the state shall be made within seven days of the conference.

35 3599.76. (a) PERB shall initiate a mail ballot election within
36 10 days of the execution of a directed election order or consent
37 election agreement. The election shall provide for an affirmative
38 vote for employee representation by the petitioning employee
39 organization. The proposition receiving the votes of a majority of
40 all valid votes cast shall win the election. Should no option receive

1 an absolute majority vote of all valid votes cast, a runoff vote
2 between the two options receiving the highest number of votes
3 shall occur within seven days.

4 (b) A preelection meeting shall occur with the labor organization
5 and the state 30 minutes prior to the mailing of ballots for the
6 purpose of resolving any final issues prior to the commencement
7 of the mail ballot election.

8 (c) The election shall be conducted in accordance with the
9 procedures established and approved pursuant to the consent
10 election agreement or directed election order.

11 (d) The supervising official from PERB shall determine the date
12 and time ballots must be received for tabulation, which date shall
13 not be sooner than 10 days or more than 20 days from the date the
14 voting commences. PERB shall be charged with validating the
15 ballots against a list of CommuniCal interpreters provided by the
16 State Department of Health Care Services.

17 (e) A labor organization certified by PERB as receiving a
18 majority of all valid votes cast is the exclusive representative of
19 all CommuniCal interpreters in the state for purposes set forth in
20 this section. All CommuniCal interpreters who are eligible for the
21 bargaining unit pursuant to Section 3599.70 subsequent to
22 certification of the labor organization shall be part of the bargaining
23 unit and represented by the certified labor organization.

24 3599.77. Discussions and collective bargaining between the
25 certified labor organization and the state and its designated agents
26 in the Department of Human Resources and the State Department
27 of Health Care Services shall commence within 30 days upon
28 certification and at any time thereafter upon request of the labor
29 organization.

30 3599.78. The state and its designated agents in the Department
31 of Human Resources and the State Department of Health Care
32 Services shall be required to meet with the certified labor
33 organization before any regulation is proposed, promulgated, set,
34 or otherwise presented concerning any of the purposes for
35 collective bargaining set forth in Section 3599.70.

36 3599.79. Any agreement resulting from collective bargaining
37 shall be legally binding upon the state and committed to writing.
38 Upon the completion of discussions and collective bargaining, any
39 agreement shall be reduced to writing and be presented to the
40 appropriate administrative, legislative, or other governing body in

1 the form of a binding agreement, resolution, bill, law, or other
2 form required for adoption. Nothing herein shall prevent the parties
3 from agreeing to and effecting those provisions of an agreement
4 which have received legislative approval or those provisions which
5 do not require legislative action.

6 3599.80. Nothing in this article shall affect the right of a
7 CommuniCal interpreter to authorize a dues or service fee
8 deduction from his or her reimbursement.

9 3599.81. (a) After the certification of a labor organization, the
10 state shall approve and have deducted, upon authorization in the
11 case of dues deduction, from the appropriate reimbursement or
12 other payment to members of the labor organization the monthly
13 amount of dues or service fees as certified by an executive officer
14 of the labor organization and shall transmit the amount to the
15 treasurer of the labor organization.

16 (b) After the certification of a labor organization, the state shall
17 approve and have deducted from the appropriate reimbursement
18 or other payment to nonmembers a reasonable fair share service
19 fee for the cost of representing them in negotiations, contract
20 administration, subsidy rates, benefits, payment systems, training
21 opportunities, and other matters related to those purposes listed in
22 subdivision (b) of Section 3599.70. This fair share service fee shall
23 not exceed the annual dues paid by members of the labor
24 organization. The state shall transmit the amount of the fair share
25 fee to the treasurer of the labor organization.

26 3599.82. Dues or fair share service fee obligations shall
27 continue in effect as long as the labor organization is the recognized
28 bargaining representative, notwithstanding the expiration of any
29 agreement between the state and the recognized labor organization.

30 3599.83. (a) The state, through its designated agents in the
31 Department of Human Resources and the State Department of
32 Health Care Services, shall meet and collectively bargain in good
33 faith with representatives of a certified labor organization and shall
34 consider fully the proposals made by the labor organization on
35 behalf of CommuniCal interpreters. “Meet and collectively bargain
36 in good faith” means that the state and its designated agent and
37 representatives of a certified labor organization shall have the
38 mutual obligation to collectively bargain within a reasonable length
39 of time in order to freely exchange information, opinions, and
40 proposals.

1 (b) The state shall not interfere with, intimidate, restrain, coerce,
2 or discriminate against CommuniCal interpreters due to the exercise
3 of their rights under this section. A complaint alleging any violation
4 of this section shall be processed as an unfair practice charge by
5 PERB pursuant to its rules and regulations. The initial
6 determination as to whether the charge of unfair practice is justified
7 and, if so, the appropriate remedy necessary to effectuate the
8 purposes of this section, shall be a matter within the exclusive
9 jurisdiction of PERB. PERB shall apply and interpret unfair labor
10 practices consistent with existing judicial interpretations of this
11 section. If a PERB practice, regulation, interpretation, or rule
12 conflicts with this section, this section shall control.

13 3599.84. Any charging party, respondent, or intervenor
14 aggrieved by a final decision or order of PERB in an unfair practice
15 case, except a decision of PERB not to issue a complaint in such
16 a case, and any party to a final decision or order of PERB in a
17 representation, recognition, or election matter that is not brought
18 as an unfair practice case, may petition for a writ of extraordinary
19 relief from that decision or order pursuant to Section 3520.

20 3599.85. Execution of a valid written agreement between the
21 state and the certified labor organization shall bar the filing of an
22 application or petition for certification of a majority representative
23 for the length of the agreement except as otherwise provided in
24 this article. No application or petition for certification shall be
25 valid within one year of any prior certification.

26 3599.86. Should any court declare any other provision of this
27 chapter void, invalid, illegal, or unconstitutional, the remaining
28 provisions shall remain in full force.

29 3599.87. (a) The state shall not encourage or discourage
30 membership in a labor organization and shall not discriminate
31 against any CommuniCal interpreter on the basis of union activity,
32 concerted action, union membership, age, sex, race, religious
33 beliefs, color, national origin, sexual orientation, gender identity,
34 or disability in accordance with and as required by applicable state
35 and federal law. A CommuniCal interpreter shall not be subject
36 to punitive action, or threatened with punitive action, for the
37 exercise of lawful action as an elected, appointed, or recognized
38 representative of any bargaining unit.

39 (b) Unless otherwise stated in this article, the state may adopt
40 reasonable rules and regulations after consultation in good faith

1 with representatives of a certified labor organization for the
2 administration of CommuniCal interpreter employer-employee
3 relations under this article. In the case of any conflict between
4 rules and regulations enacted pursuant to this article, including
5 those subdivisions adopting PERB rules, regulations, or procedures,
6 the provisions of this section shall control.

7 3599.88. Nothing in this chapter may be construed to interfere
8 with CommuniCal interpreter rights and responsibilities under
9 federal law.

10 SEC. 4. Article 4.6 (commencing with Section 14146) is added
11 to Chapter 7 of Part 3 of Division 9 of the Welfare and Institutions
12 Code, to read:

13
14 Article 4.6. CommuniCal

15
16 14146. For the purposes of this article, the following definitions
17 shall apply:

18 (a) "CommuniCal" means the Medi-Cal Patient-Centered
19 Communication program.

20 (b) "CommuniCal certified medical interpreter" or "CCMI"
21 means an interpreter certified under the CommuniCal program
22 pursuant to subdivision (b) of Section 3599.51 of the Government
23 Code.

24 (c) "CommuniCal interpreter" means an interpreter who is
25 authorized to provide CommuniCal services pursuant to Section
26 3599.51.

27 (d) "Community Advisory Committee" means the committee
28 established pursuant to Section 3599.53 of the Government Code.

29 (e) "Department" means the State Department of Health Care
30 Services.

31 (f) "Interpreter" means an oral interpreter who is fluent in
32 English and in a necessary second language, who can accurately
33 speak, read, and readily interpret the necessary second language,
34 but does not include a sign language interpreter or a deaf-blind
35 interpreter.

36 (g) "Medi-Cal managed care organizations" or "MMCOS" means
37 all models of Medi-Cal managed care, including county-organized
38 health systems, geographic managed care, and two-plan models.

39 (h) "Patient-centered communication broker" or "broker" means
40 any third-party administrator for the CommuniCal program.

1 14146.10. (a) The department shall establish the CommuniCal
2 program to provide and reimburse for certified medical
3 interpretation services to Medi-Cal beneficiaries who are limited
4 English proficient (LEP).

5 (b) Commencing July 1, 2015, CommuniCal shall offer medical
6 interpreter services to Medi-Cal providers serving Medi-Cal
7 beneficiaries on either a fee-for-service or managed care basis
8 pursuant to this article. The department shall adopt policies to
9 prohibit duplicate payments to CommuniCal interpreters and
10 MMCOs for beneficiaries enrolled in an MMCO, in consultation
11 with the Community Advisory Committee.

12 (c) A health care provider or entity entering into a Medi-Cal
13 provider agreement or a Medi-Cal managed care contract with the
14 state, including MMCOs and their subcontracting plans, and
15 fee-for-service providers, may utilize CommuniCal to provide
16 medical interpreter services to Medi-Cal beneficiaries.

17 (d) All contracts between MMCOs and their subcontractors,
18 including health providers and other health plans, shall include
19 provisions describing access to CommuniCal medical interpreter
20 services.

21 (e) The department shall pursue all available sources of federal
22 funding to establish and operate CommuniCal and shall seek any
23 federal approvals necessary to implement this article, in
24 consultation with the Community Advisory Committee.

25 14146.11. CommuniCal shall include the provision of
26 in-person, telephonic, and video medical interpretation services
27 by a CommuniCal interpreter. To meet language access
28 requirements and ensure patient safety, in-person interpreter
29 services shall be the preferred mode of medical interpretation in
30 the following instances whenever possible:

31 (a) Family meetings regarding medical care.

32 (b) Medical encounters involving difficult or agitated patients.

33 (c) Medical encounters to make treatment decisions.

34 (d) Obtaining informed consent involving review of documents.

35 (e) Any medical encounter that, in the physician's judgment,
36 requires in-person interpretation for the health, safety, or well-being
37 of the patient.

38 (f) Psychiatric encounters.

39 (g) End-of-life discussions.

1 (h) Other circumstances identified by the Community Advisory
2 Committee.

3 14146.12. (a) CommuniCal shall be administered by a
4 patient-centered communication broker.

5 (b) The department shall create and administer a competitive
6 Request for Proposals (RFP), and shall execute the resulting
7 contract.

8 (c) The broker shall be responsible for all of the following
9 duties:

10 (1) Registering CommuniCal interpreters with Medi-Cal.

11 (2) Verifying the eligibility of an interpreter to provide
12 CommuniCal services with the State Department of Health Care
13 Services.

14 (3) Verifying Medi-Cal eligibility for interpreter services
15 utilizing the state's Medi-Cal Eligibility Data System (MEDS).

16 (4) Submitting billing summaries to Medi-Cal, aggregating the
17 cost for services provided.

18 (5) Ensuring compliance with all Medi-Cal and applicable
19 CommuniCal reporting requirements.

20 (6) Making payments to CommuniCal interpreters, including
21 any dues and service fee deductions.

22 (7) Scheduling CommuniCal interpreter appointments with
23 Medi-Cal providers.

24 (8) Monitoring the quality of CommuniCal interpreter services
25 and complying with state oversight requirements of the program,
26 in consultation with the Community Advisory Committee,
27 including determining the need for multiple brokers to administer
28 CommuniCal.

29 (9) Creating CommuniCal promotional materials for distribution
30 to Medi-Cal providers, MMCOs, and beneficiaries.

31 (10) Any other duties determined to be appropriate by the
32 Community Advisory Committee.

33 (d) The department shall make all applicable Medi-Cal reporting
34 requirements known to the broker and shall be responsible for the
35 broker's compliance with these requirements.

36 14146.13. (a) Notwithstanding any other law, only interpreters
37 certified or authorized pursuant to Article 1 (commencing with
38 Section 3599.50) of Chapter 13 of Division 4 of Title 1 of the
39 Government Code may participate in CommuniCal.

1 (b) CommuniCal interpreters shall be responsible for all of the
2 following:

3 (1) Performing interpreter services independent of other policies,
4 rules, or procedures of conduct, except as provided by this article
5 or by applicable law.

6 (2) Performing interpreter services independent of direction,
7 except as otherwise provided by this article and applicable law.

8 (3) Preparing and submitting documentation to the broker in
9 support of time worked or other services rendered.

10 (4) Directing and controlling the manner and means of
11 interpretation services, except as otherwise provided in this article.

12 (c) Unless otherwise prohibited by this article or applicable law,
13 CommuniCal interpreters may do any of the following:

14 (1) Advertise, promote, or otherwise communicate availability
15 for services to clients and the general public.

16 (2) Provide office space, equipment, support services, forms,
17 supplies, and business cards, except as otherwise provided in this
18 article.

19 (d) (1) For purposes of the CommuniCal program, CommuniCal
20 interpreters are not state employees. CommuniCal interpreters
21 shall be independent contractors of the state.

22 (2) For purposes of the CommuniCal program, CommuniCal
23 interpreters are not employees of the broker, health care providers,
24 or consumers.

25 (3) The state action antitrust exemption to the application of
26 federal and state antitrust laws is applicable to the activities of
27 CommuniCal interpreters and their exclusive representatives
28 authorized under this article or other applicable law.

29 14146.135. (a) The base reimbursement rate for CommuniCal
30 interpreters shall be subject to collective bargaining.

31 (b) Reimbursement may be adjusted for factors, including, but
32 not limited to, geography, language spoken, availability of
33 interpreters, level of certification, travel time, or other factors, in
34 consultation with the Community Advisory Committee.

35 14146.14. The department shall issue guidance on the
36 administration of the CommuniCal program to ensure compliance
37 with this article and all applicable state and federal laws by all
38 contractors and subcontractors of the program, in consultation with
39 the Community Advisory Committee.

1 14146.15. (a) The CommuniCal Program Fund is hereby
2 created in the State Treasury. Notwithstanding Section 16305.7
3 of the Government Code, any interest and dividends earned on
4 deposits in the fund shall be retained in the fund for purposes
5 specified in subdivision (c).
6 (b) Moneys in the fund shall consist of any funds dedicated to
7 the CommuniCal program.
8 (c) Moneys in the fund shall, upon appropriation by the
9 Legislature to the department, be used solely to fund the
10 CommuniCal program.

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