



We heal and inspire the human spirit.

To: Provider Network

From: IEHP – Health Equity

Date: September 19, 2025

Subject: **2025 Member Language Demographics Survey Results: Free Interpreter Services Available**

We conduct an annual **Member Language Demographics Survey** to inform our providers and community about our members' language needs as a best practice to remove linguistic barriers and health inequities and anticipate potential needs for interpreter services.

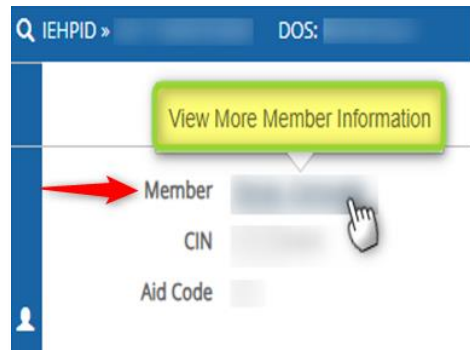
Member Language Demographics Survey Results:

Member Region	English	Spanish	Vietnamese	Mandarin Chinese	Cantonese	Other
Corona / Temecula / Hemet	79.77%	18.92%	0.33%	0.79%	0.14%	0.04%
High Desert	83.27%	16.55%	0.09%	0.06%	0.02%	0.02%
Low Desert	65.72%	34.05%	0.15%	0.06%	0.01%	0.01%
Mohave Valley	97.97%	1.95%	0.00%	0.00%	0.00%	0.08%
Out of Area	88.14%	10.45%	0.42%	0.80%	0.19%	0.00%
Palo Verde Valley	84.99%	14.84%	0.03%	0.14%	0.00%	0.00%
Riverside	69.63%	29.81%	0.33%	0.18%	0.03%	0.02%
San Bernardino Proper	73.44%	25.89%	0.35%	0.25%	0.04%	0.03%
West San Bernardino	74.95%	20.48%	0.64%	3.40%	0.48%	0.05%

A global view of our member language demographics emphasizes the importance of your response to our bi-annual network verification form, where you can update the languages spoken by your staff and their fluency. The accuracy of spoken languages at your office is vital for our members!

How to verify the Primary Language of Members

When verifying member eligibility, click on the member's name to open their Health Equity Demographics, including SOGIE data.



Health Equity - Member Demographics

Language Written ✓ Answer: English Spoken ✓ Answer: English How well do you speak English? Answer: N/A Would you like an interpreter? Answer: N/A What is your preferred language for your Healthcare needs? Answer: N/A In which language would you feel most comfortable receiving written medical or healthcare instructions? Answer: N/A For English, Spanish, Chinese, and Vietnamese readers do you require written material in an alternate format? Answer: N/A	Race & Ethnicity Ethnicity ✓ Answer: Black Race Answer: N/A Sexual Orientation/Gender Identity Preferred Name Answer: N/A Pronouns Answer: N/A Sex Assigned at Birth Answer: N/A Gender Identity ✓ Answer: M Sexual Orientation Answer: N/A
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How to Request an Interpreter

Please remember that FREE Interpreter Services are a benefit for all IEHP member appointments. If you do not have qualified interpreters on staff who speak the member's preferred language, request an interpreter via the Provider Portal, preferably five days prior to the appointment. If an interpreter is needed and no appointment has been made, call IEHP Member Services at (800) 440-IEHP (4347) or 711 for TTY **to request an immediate, telephonic interpreter.**

- **In-Person Interpreter Requests:** Please ask IEHP a minimum of **five (5) working days** in advance for an interpreter for a routine appointment.
- All requests for interpretation services must be scheduled and authorized by IEHP.
- **Members are NOT required nor encouraged to use family members or friends** as interpreters during medical appointments, unless specifically requested.
- **Minors should NOT be used as interpreters** (unless it is a medical emergency, and no one else is available to interpret).
- For **after-hours** telephone interpreter services, call IEHP 24-Hour Nurse Advice Line at (888) 244-IEHP (4347) or 711 for TTY.

If you have any questions, please contact the IEHP Provider Call Center at (909) 890-2054, (866) 223-4347, or email ProviderServices@iehp.org

All IEHP communications can be found at: www.providerservices.iehp.org > News and Updates > Notices