



Member Language Demographics and Interpreter Resources

Member Demographics and Our Members

Treating the whole patient- not only their conditions- is a major component of delivering quality healthcare. WellCare of North Carolina offers you information and tools to help make that possible and supports your efforts in providing culturally responsive and linguistically appropriate care and services to our members.

WellCare of North Carolina members speak up to 29 languages. As of July, 2023, 88.90% of our members reported English as their preferred language, and 8.81% preferred Spanish.

WellCare of North Carolina Member Spoken Language Preference		
English	363,354	88.90%
Spanish	36,234	8.81%
Other/Unknown	7,360	1.80%
Arabic	537	0.13%
Russian	467	0.12%
Vietnamese	226	0.06%
French	157	0.04%
French Creole	138	0.04%
Chinese	113	0.03%
Hmong	59	0.01%
Urdu	51	0.01%
Korean	48	0.01%
Portuguese	32	0.01%
Gujarati	21	0.01%
Serbo-Croatian	17	<0.01%
Hindi	17	<0.01%
Persian - Farsi	15	<0.01%
Cambodian	12	<0.01%
Tagalog	5	<0.01%
Laotian	5	<0.01%
Greek	4	<0.01%
Mon-Khmer	4	<0.01%
Thai	3	<0.01%
Hungarian	2	<0.01%
Polish	2	<0.01%
Miao	2	<0.01%
Portuguese Creole	1	<0.01%
Nepali	1	<0.01%
Japanese	1	<0.01%



Your Patient Demographics

Did you know you have access to your WellCare of North Carolina patient's language needs? You can access this information via the provider portal under Member Information.

WellCare of NC is committed to providing culturally and linguistically appropriate healthcare services in a competent manner. This means all reasonable accommodations are provided to ensure equal access to communication resources for members.

Hearing, Interpreter and Sign Language Services

WellCare of NC's Language Access Services are available free of cost to all WellCare members. We provide language access services to the following members with*:

- Limited English proficiency (LEP)
- Deaf or hard of hearing
- Speech or visual impairments
- Culturally and ethnically diverse backgrounds

*Language access services are not limited to the members identified above

Working with Interpreters in your Practice

Hearing, interpreter and sign language services are available to WellCare Members through WellCare's Member Services department. Providers may coordinate these services for WellCare members and contact Member Services if assistance is needed. **Member Service Line: 1-866-799-5318 (TTY 711)**

You may also contact WellCare's Interpreter Services directly via the Interpreter Request Form. You may [download the template and instructions here](#).

Additional Language Services:

I speak cards: These cards help identify what language an individual speaks and what language an interpreter will need to speak to communicate effectively with that individual. "I speak" cards are also called language identification cards and contain the text "I speak" in various languages. They are intended to help an individual point to a language they understand. A printable version of an "I Speak Card" provided by the USDA is available at the following link:

<https://fns-prod.azureedge.us/sites/default/files/resource-files/cn-ispeak-taglines.pdf>



Cultural Humility Training

Providers are also encouraged to take the online cultural competency trainings available through WellCare's Provider Portal. Additional courses are also offered by the Office of Minority Health on its website: <https://thinkculturalhealth.hhs.gov/education>

These free training modules encourage providers to focus on local population cultural needs and include:

- Communication and language assistance, including how to work effectively with Limited English Proficiency (LEP) patients and interpreters.
- Information on traditional or alternative health care.
- Tips and suggestions on how to address cultural issues.
- Patient-centered care and effective communication techniques.
- Additional training for nurses, psychiatric health professionals, maternal health providers, and more.

Additional North Carolina Language Needs Resource

Additional information on the language needs of the service area population of North Carolina can be found at the US Census Bureau website: <https://data.census.gov/table?q=language&g=040XX00US37>

North Carolina Census Data						
	Total	Percent	Percent of specified language speakers			
			Speak English only or speak English "very well"	Percent speak English only or speak English "very well"	Speak English less than "very well"	Percent speak English less than "very well"
Label	Estimate	Estimate	Estimate	Estimate	Estimate	Estimate
Population 5 years and over	10,114,481	(X)	9,632,484	95.2%	481,997	4.8%
Speak only English	8,825,135	87.3%	(X)	(X)	(X)	(X)
Speak a language other than English	1,289,346	12.7%	807,349	62.6%	481,997	37.4%



CITIZENS 18 YEARS AND OVER						
All citizens 18 years old and over	7,947,900	(X)	7,781,149	97.9%	166,751	2.1%
Speak only English	7,330,789	92.2%	(X)	(X)	(X)	(X)
Speak a language other than English	617,111	7.8%	450,360	73.0%	166,751	27.0%
Spanish	340,506	4.3%	251,930	74.0%	88,576	26.0%
Other languages	276,605	3.5%	198,430	71.7%	78,175	28.3%
65 years old and over						
Other Indo-European languages	214,192	2.1%	159,521	74.5%	54,671	25.5%
5 to 17 years old	26,350	0.3%	21,693	82.3%	4,657	17.7%
18 to 64 years old	156,559	1.5%	116,825	74.6%	39,734	25.4%
65 years old and over	31,283	0.3%	21,003	67.1%	10,280	32.9%
Asian and Pacific Island languages	193,216	1.9%	118,946	61.6%	74,270	38.4%
5 to 17 years old	28,702	0.3%	22,284	77.6%	6,418	22.4%
18 to 64 years old	142,711	1.4%	88,424	62.0%	54,287	38.0%
65 years old and over	21,803	0.2%	8,238	37.8%	13,565	62.2%
Other languages	79,252	0.8%	56,214	70.9%	23,038	29.1%
5 to 17 years old	14,051	0.1%	11,288	80.3%	2,763	19.7%
18 to 64 years old	58,409	0.6%	39,994	68.5%	18,415	31.5%
65 years old and over	6,792	0.1%	4,932	72.6%	1,860	27.4%
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