



## Cultural and Language Resources

### Cultural Considerations

When working with your healthcare provider, be sure to discuss your cultural or spiritual needs so they can be incorporated into your treatment plan.

### Health Literacy

According to the Centers for Disease Control and Prevention (CDC), nine out of 10 adults struggle to understand and use health information when it is unfamiliar, complex, or filled with medical terms. Because of this misunderstanding, there is a higher chance of not following the doctor's orders, leading to complications, unnecessary tests or procedures and higher healthcare costs.

### What can you do to make sure you understand your healthcare provider?

Ask your healthcare provider these simple questions:

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

After your doctor has answered your questions, summarize what you heard the doctor say. This will allow them to clarify or confirm that you understood the information correctly.

### Language Assistance Services

We provide free translation services in over 170 languages to members whose primary language is not English. If you need language assistance, click on the link below or call the customer service number on the back of your member ID card.

<https://www.highmark.com/language-assistance/>