

April 3, 2014

Marilyn Tavenner
Administrator
Centers for Medicare and Medicaid Services
U.S. Department of Health and Human Services
200 Independence Ave., SW
Washington, D.C. 20201

Re: Translation of Medicare & You Handbook

Dear Administrator Tavenner:

This is the time of year when the Medicare & You Handbook is updated and revised. It is our understanding that once more CMS is planning to translate this core document into Spanish and not initiate translations into any other languages.

The undersigned groups write to urge CMS to undertake a program of translation of Medicare & You into more languages.

We specifically ask that, as a first concrete step, CMS translate the 2015 Medicare & You Handbook into Chinese, which is the next most prevalent non-English language after Spanish.

Advocates working with both English speakers and LEP beneficiaries report that the Medicare & You Handbook is an essential tool for helping beneficiaries understand how to access their Medicare benefits. Having this comprehensive document in additional language would be invaluable, particularly because beneficiaries can refer to it again and again. A translated document is even more critical for those individuals who do not have access to advocates and who try to navigate the program on their own or with the help of family members.

We appreciate the strides that have been taken by Medicare over the last several years in producing materials for beneficiaries with limited English proficiency. We note the various fact sheets that have been developed and the increased monitoring interpreter availability

both at 1-800-Medicare and at Medicare plan call centers. Translation of the Medicare & You Handbook would be another important step in serving LEP beneficiaries.

Thank you for considering this request.

Sincerely,

Asian Americans Advancing Justice-AAJC
Asian and Pacific Islander American Health Forum
California Pan-Ethnic Health Network
Coalition for Asian American Children and Families
National Asian Pacific Center on Aging
National Health Law Program
National Immigration Law Center
National Senior Citizens Law Center

cc:

Jonathan Blum, Principal Deputy Administrator, Centers for Medicare & Medicaid Services
Leon Rodriguez, Director, Office of Civil Rights, Department of Health and Human Services