

# PROVIDER BULLETIN

## Language Assistance Program (LAP)

Western Dental maintains a member Language Assistance Program (LAP) to assist Limited English Proficient (LEP) members to communicate easily with their dental provider. If you have a non-English speaking member assigned to your office, you can request interpreter services from Western Dental. There is never a charge to your office or the patient for these services.

To arrange for interpreter services, please call Western Dental's Customer Service Department at **1-800-992-3366** and request the appropriate language. Interpreter services are available over the telephone or in person. Please note that in person interpreters typically require 72 hours notice. Telephone interpreter services are available 8:00 a.m. to 5:00 p.m.

Western Dental may verify your office's competency in this program through secret shopper calls or during on-site audits. It is important that your staff be familiar with the Western Dental LAP and how to request interpreter services. If you have any questions about Western Dental's LAP, please contact Provider Services at **1-800-811-5111**.

Thank you for your participation in our network!

# I Speak... Language Identification Guide

## A

### Amharic

አኒ የምናገረው አማርኛ ነው።

### Arabic

انا اتكلم العربية

### Armenian

Ես խոսում եմ հայերեն

## B

### Bengali

আমি বাংলা বলতে পারি

### Bosnian

Ja govorim bosanski

### Bulgarian

Аз говоря български

### Burmese

ကျွန်တော်/ကျွန်မ မြန်မာ လို ပြောတတ် ပါတယ်။

## C

### Cambodian

ខ្ញុំនិយាយភាសាខ្មែរ

### Cantonese

我講廣東話 (Traditional)

我讲广东话 (Simplified)

### Catalan

I parlo català

### Croatian

Govorim hrvatski

### Czech

Mluvím česky

## D

### Danish

Jeg taler dansk

### Dari

من دری حرف می زنم

### Dutch

Ik spreek het Nederlands

## E

### Estonian

Ma räägin eesti keelt

## F

### Finnish

Puhun suomea

### French

Je parle français

## G

### German

Ich spreche Deutsch

### Greek

Μιλώ τα ελληνικά

### Gujarati

હું ગુજરાતી બોલું છું

## H

### Haitian Creole

M pale kreyòl ayisyen

### Hebrew

אני מדבר עברית

### Hindi

मैं हिंदी बोलता हूँ ।

### Hmong

Kuv hais lus Hmoob

### Hungarian

Beszélek magyarul

## I

### Icelandic

Ég tala íslensku

### Indonesian

Saya berbicara bahasa Indonesia

### Ilocano

Agsaonak ti Ilocano

### Italian

Parlo italiano

## J

### Japanese

私は日本語を話す

## K

### Korean

한국어 합니다

### Kurdish

min azanim Ba Kurdi Qsa bkam

### Kurmanji

as zanim eb kurmanji baxvim

## L

### Laotian

ຂອບປາກພາສາລາວ

### Latvian

Es runāju latviski

### Lithuanian

Aš kalbu lietuviškai

## M

### Mandarin

我講國語 (Traditional)

我讲国语/普通话 (Simplified)

### Mongolian

би монгол хэл ярьдаг

## N

### Norwegian

Jeg snakker norsk

## P

### Persian

من فارسی صحبت می کنم.

### Polish

Mówię po polsku

### Portuguese

Eu falo português do Brasil  
(for Brazil)

Eu falo português de Portugal  
(for Portugal)

### Punjabi

ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ।

## R

### Romanian

Vorbesc românește

### Russian

Я говорю по-русски

## S

### Serbian

Ja govorim српски

### Sign Language (American)



### Slovak

Hovori slovenská

### Slovenian

Govorim slovensko

### Somali

Waxaan ku hadlaa af-Soomaali

### Spanish

Yo hablo español

### Swahili

Ninaongea Kiswahili

### Swedish

Jag talar svenska

## T

### Tagalog

Marunong akong mag-Tagalog

### Tamil

நான் தமிழ் பேசுகிறேன்

### Thai

พูดภาษาไทย

### Turkish

Türkçe konuşurum

## U

### Ukrainian

Я розмовляю українською мовою

### Urdu

میں اردو بولتا ہوں

## V

### Vietnamese

Tôi nói tiếng Việt

## W

### Welsh

Dwi'n siarad Cymraeg

## X

### Xhosa

Ndithetha isiXhosa

## Y

### Yiddish

איך רעד יידיש

### Yoruba

Mo ńsọ Yorùbá

## Z

### Zulu

Ngiyasikhuluma isiZulu