## **A Better Health Experience** for Members

The journey to addressing all our members' needs

> Passport Health Plan prepares to implement a Cultural and Linguistic Services Program (CLSP) to address the needs of the large numbers of incoming refugees

> > 1999

999

Publish the Passport Health Plan Member Newsletter in Spanish for the first time

2001

2001

Culture and Linguistics Services Program (CLSP) begins serving members

2003

123

123 languages spoken

by Jefferson (Louisville)

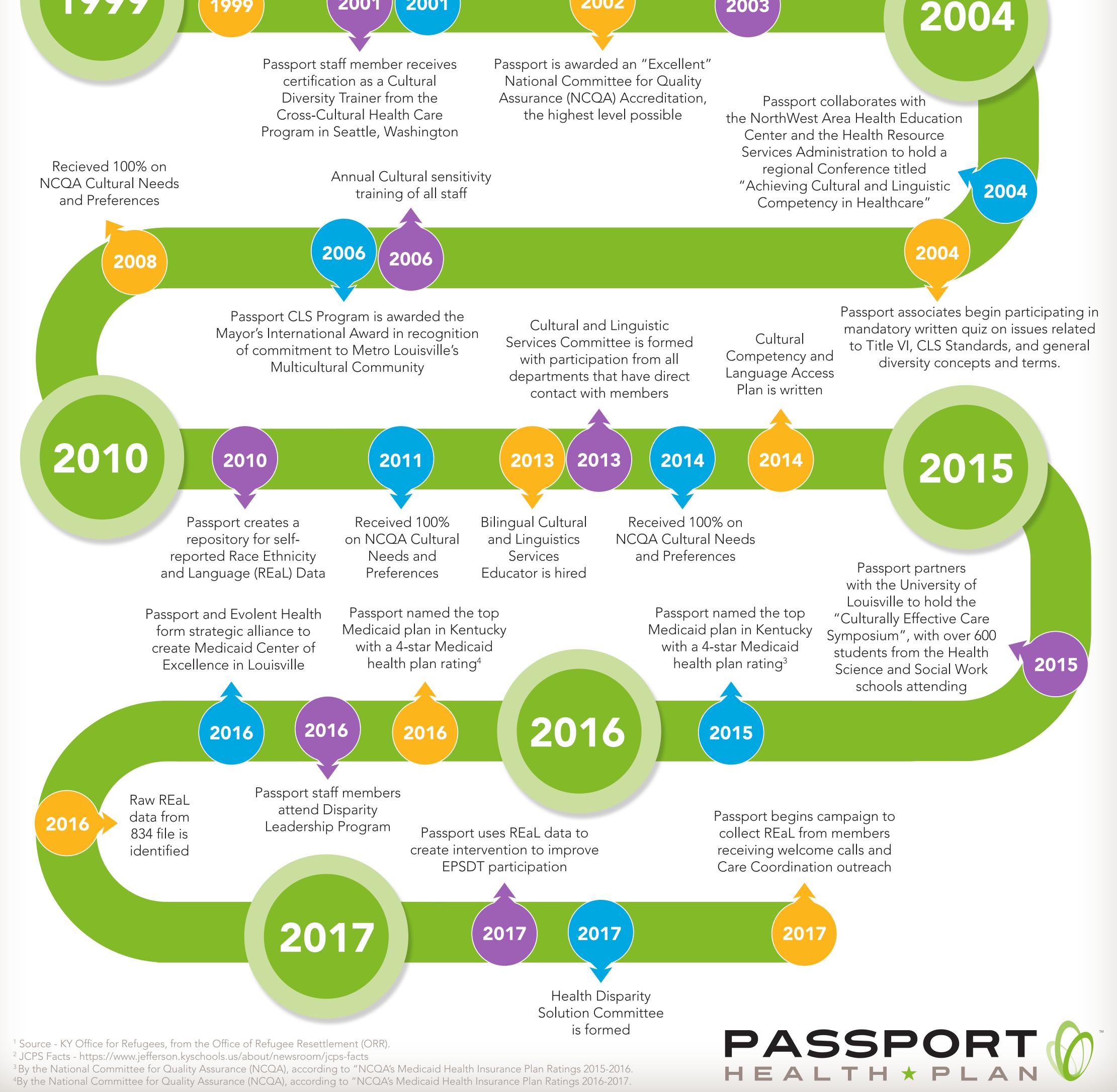
County Public

Schools<sup>2</sup>

KY is the 14<sup>th</sup> largest resettlement state<sup>1</sup>

2008, 2011, & 2014

Scored 100% in NCQA Cultural Needs and Preferences



2002