

Non-English/bilingual speakers

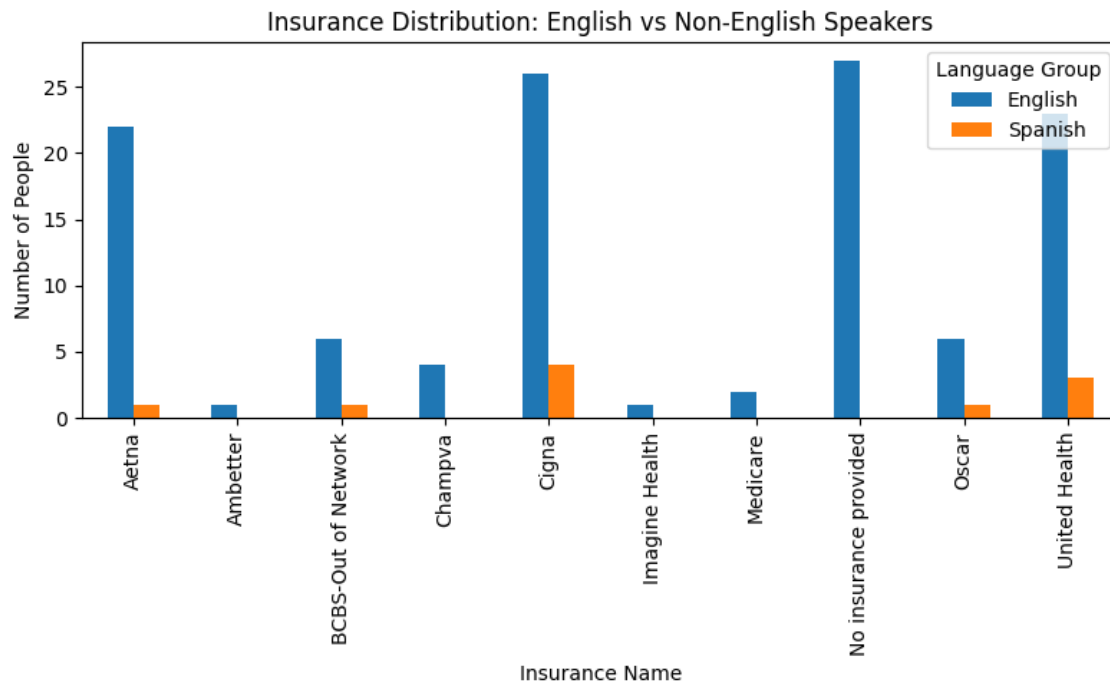
A list of all non-English speaking or bilingual clients.

>>>	First	Last Name	Primary Language
3	Zachary	Machin	Spanish
4	Leah	Adames- sheplock	Spanish
5	Elizabeth	Gonzalez- Palou	Spanish
6	Genesis	Khan	NaN
8	Hannah	Hiraldo	NaN
11	Marquis	Santiago	Spanish
17	Myles	Sun	NaN
18	Eli	Mohan	NaN
22	PEDRO DE A	Torres	Spanish
27	April	Lugo-Rivera	Spanish
38	Liyah	Sun	NaN
63	Serena	Torres	Spanish
80	Victoria	Gonzalez	Spanish
84	Georgianne	Gonzalez	Spanish
105	Emy	Gomez-Pena	Spanish

Visualizations

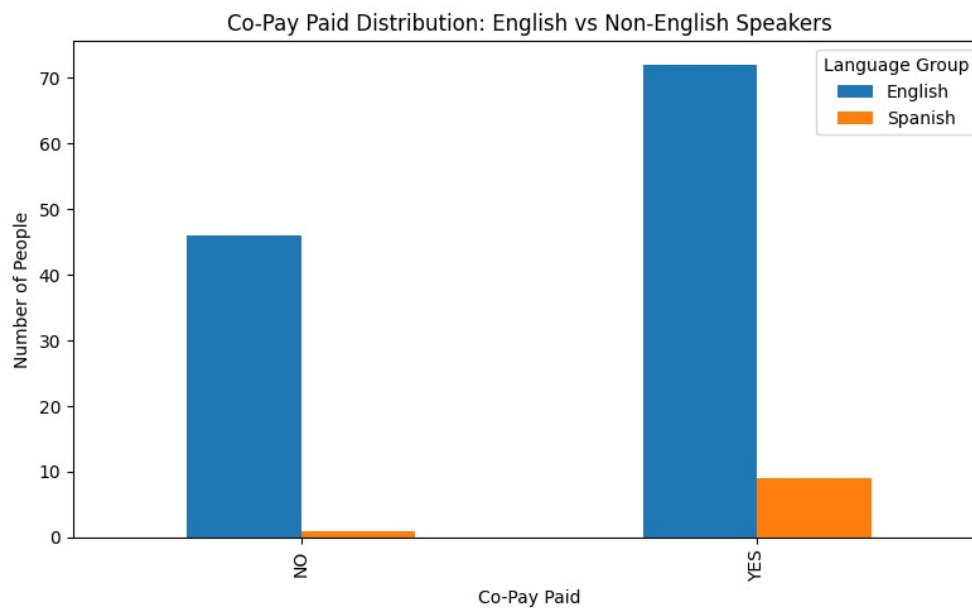
Insurance Distribution

Non-English speakers tend to use Cigna and United Health. Sometimes they use Aetna, BCBS, or Oscar.



Co-Pay Distribution

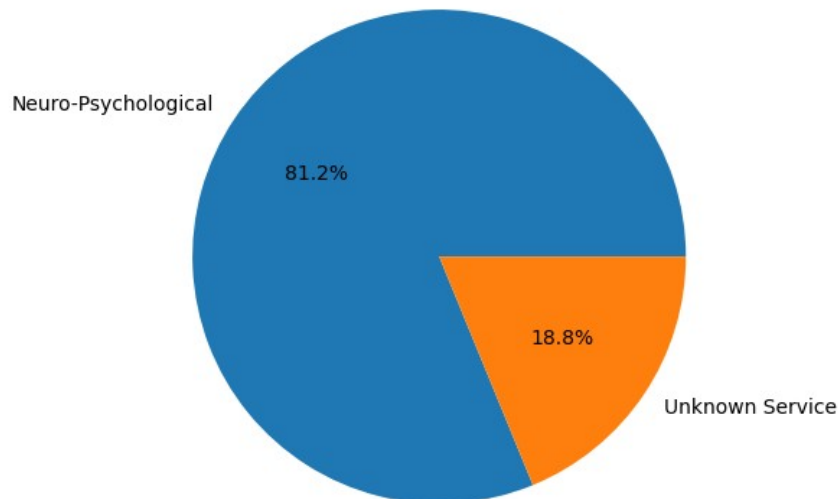
English speakers have a much higher chance of not paying co-pays than non-English speakers.



Service Type Distribution

Preferred language does not appear to be a factor in the service type.

Service Type Pie Chart



Summary

Differences in real world terms

Bilingual and non-English speaking clients tend to use the most insurance carriers, since they are probably likely to provide more resources, networking, and support for them. They are also more likely to pay co-pays, increasing out-of-pocket costs and financial strain, however once they have access to care they get similar types of service.

Recommendations

1. Provide bilingual case managers and navigators to assist in understanding insurance options, co-pay responsibilities, and billing processes
2. Translate all required forms and provide visual guides to ensure non-English speaking clients know what is covered and what they owe