

Get to Know The Language Profile of the Communities You Serve.

Highmark Wholecare (HWC) assess the language profile of the community it serves at least every three years in order to effectively anticipate and plan for changes in the language services it provides to their members. The assessment uses state level census data to determine the languages spoken in each PA Medicaid HealthChoices zone by county. This assessment is completed because the language data on the service area could provide early notice to HWC that it will need to produce translations in new languages or make interpreters available for emerging language areas. Due to lack of consistent, reliable Census reporting caused by the Covid-19 pandemic, data in this analysis is baseline data taken from the 2018 Census ACS 5-year estimates. Once reliable US Census data is available, this report will be updated with the most recent data.

HWC observes various language data points to ensure it captures the entire language representation of the communities it serves.

Lehigh Cap Zone:

2018 Census data shows that Lehigh Cap had a population of over 2,704,026 over the age of five, of which, 2,314,877 persons or 87.38 percent of the population only speak English, with 389,149 persons or 12.62 percent speak a language other than English. Over 229,976 people or 7.41 percent of the population reported as speaking Spanish.

Northwest Zone:

2018 Census data shows that the Northwest zone had a population of over 760,513 over the age of five, of which, 722,557 persons or 96.1 percent of the population only speak English, with 37,956 persons or 3.9 percent speak a language other than English. Over 10,381 people or 1 percent of the population reported as speaking Spanish.

Southwest Zone:

The census data shows that in 2018, Southwest had a population of over 2,567,420 over the age of five, of which, over 2,438,102 persons or 96.2 percent of the population only speak English, with 129,318 persons or 3.8 percent speak a language other than English. Over 28,477 people or 1 percent of the population reported as speaking Spanish.

The State of Pennsylvania:

The Census data shows that in 2018, Pennsylvania had a population of 12,081,931 of which, 88.7 percent or 10,721,460 persons reported as only speaking English, with 1,360,471 (11 percent) persons speaking a language other than English. Over 4.9 percent of the population, or 592,883 persons reported as speaking Spanish.

Highmark Wholecare Health PA Medicaid Language Population Analysis

As of December 31, 2021, HWC had a PA Medicaid population of over 311,455 members according to enrollment reporting with information received from the PA Department of Human Services. Of those



members, 259,738 or 83.40% of members reported speaking English as their primary language. Over 14,841 or 4.77 percent of the total membership reported speaking Spanish as their primary language. The next highest language reported being spoken by the membership was Nepali at 707 members or 0.23%. All other members reporting to speak a language other than English was well below 1 percent of the population.

If you have any questions or would like to observe the full assessment, please contact Highmark Wholecare's Quality Improvement Department.