



Cultural Competence Training Job Aid

OVERVIEW

Cultural competence is defined as the ability of providers and organizations to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients. Centers for Medicare and Medicaid Services (CMS) considers cultural competency a national health concern that builds health equity and plays a role in improving patient care and satisfaction. Blue Cross and Blue Shield of Texas is committed to culturally competent care and partners with its provider network by providing free training and support services. On site interpreters are available to assist with health communication in any language that is needed. We can also assist providers with bilingual Spanish messaging to meet state standards for after-hours access coverage.

As required by our regulators, we have added a Cultural Competency training indicator to our provider directories.

Outreach for completion of the required training for calendar year 2018 will conclude January 31, 2019.

RESOURCES

Providers can complete Blue Cross and Blue Shield Cultural Competency training at their leisure, 24 hours a day-7 days a week by accessing it here: <https://www.bcbstx.com/provider/medicaid/training.html>. After completion, an indicator will be added to Provider Finder.

Providers who have completed other CMS/State-approved Cultural Competency Training may attest [here](https://www.bcbstx.com/provider/medicaid/education_reference.html) https://www.bcbstx.com/provider/medicaid/education_reference.html. When attesting to completing external training, supporting documentation is required and should be emailed to TexasMedicaidNetworkDepartment@bcbstx.com the same day of submitting the attestation. The Guest Book will accommodate one (1) provider's information (name, NPI, Tax ID, etc.) at a time. Professional provider groups (larger than 5 individual providers), ancillary providers (DME, Home Health, LTSS, etc.) and Facilities (Hospitals, Labs, etc.) can submit an attestation through the Guest Book, and email a roster with individual provider information and required documentation to TexasMedicaidNetworkDepartment@bcbstx.com.

Once a month, the BCBSTX Cultural Competency training will be provided as a webinar. Providers who would like to attend can visit <https://www.bcbstx.com/provider/medicaid/training.html> for dates and times.

SUPPORT

Your BCBSTX Medicaid Network Representative is available to provide technical support with training, resources, and assist with questions. BCBSTX Medicaid Network Representative contact information is listed here https://www.bcbstx.com/provider/medicaid/network_participation.html, or you may call 1-855-212-1615.

**Title XIX of the Social Security Act, 42 CFR 438.10 H, provider directories are to reflect a provider's cultural and linguistic capabilities, including languages (including American Sign Language) offered by the provider or a skilled medical interpreter at the provider's office, and whether the provider has completed cultural competence training.*

1. Betancourt, J. R., Green, A. R., & Carrillo, J. E. 2002. Cultural competence in health care: Emerging frameworks and practical approaches. New York: The Commonwealth Fund.