

Cultural Competence



Medicare and Much More

What is Cultural Competency?

Cultural Competency, defined as;

A set of interpersonal skills that allow individuals to increase their understanding, appreciation, acceptance, and respect for cultural differences and similarities within, among, and between groups and the sensitivity to know how these differences influence relationships with Enrollees. This requires a willingness and ability to draw on community-based values, traditions and customs, to devise strategies to better meet culturally diverse Enrollee needs, and to work with knowledgeable persons of and from the community in developing focused interactions, communications, and other supports.



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Cultural Competence Plan

- The purpose is to ensure that the diverse needs of the beneficiaries are considered.
- Physicians must provide service to all beneficiaries of any culture, race, ethnicity, gender identity, gender expression, real or perceived sexual orientation (lesbian, gay, bisexual, transgender better known as LGTBTT + population), and religion; in order to recognize the values, respect, protect and preserve the dignity of each individual.



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Cultural Competence Plan Objectives

- Identify beneficiaries who have cultural limitations or language barriers.
- Ensure that all available resources meet communication requirements regarding language barriers.
- Ensure that health providers understand and recognize needs according to cultural differences.
- Ensure that all employees and associates are trained to assess cultural religious and language differences.

Cultural Competence Plan Objectives

- Identify beneficiaries who have cultural limitations or language barriers.
- Ensure that we have the necessary resources to comply with communication requirements contemplating possible language barriers.
- Ensure that health providers understand and recognize needs according to different religious beliefs.
- Ensure that all employees and associates are trained to assess cultural, religious and language differences.

Cultural Competence Plan Goals

- Increase communication with beneficiaries who have cultural competences or language barriers.
- Use appropriate and culturally sensitive educational materials for each type of cultural constraint, including race, religion, gender identity, gender expression, actual or perceived sexual orientation (LGBTT+), ethnic origin or language.
- Decrease discrepancies in medical care received.
- Increase the understanding of our employees, contractors, health providers, about cultural and religious differences.



Cultural Competence Plan Components

- Analysis of data
 - Periodically conduct an assessment of our population in underserved areas.
 - Carry out regular analysis of claims and meetings to identify health needs.
 - As part of the process of registration to identify specific needs in terms of race, religion, ethnic origin and language.

Cultural Competence Plan Components

- Language or interpreter services
 - Providers help identify beneficiaries with possible linguistic barriers.
 - In coordination with the Beneficiary Services Department, they receive free interpreter services to access the covered services.
 - Interpreter services include interpretation for beneficiaries with limitations in the Spanish language or auditory impairments.
 - Contractors who provide service to our beneficiaries must comply with the approved cultural competency plan.
 - Written materials are available in both Spanish and English.

Cultural Competence Plan Components

- Religious beliefs
 - Ensure that all employees respect the beneficiaries according to their religious beliefs.
 - Providers must comply with the religious beliefs of the beneficiaries when providing medical treatment services.

Cultural Competence Plan components

- Provider Education
 - Provider must be educated according to the cultural competencies plan.
- Electronic media
 - Beneficiaries have access to the TTY / TDD line for audio-impaired services
 - Services to the beneficiary will provide the necessary follow-up services in addition to the call.

Cultural Competence Plan Components

- Survey on the cultural competencies plan
 - To create awareness and increase the beliefs, values and attitudes that promote understanding of cultural, religious, sexual preferences, and language differences and identify areas of need for training.
 - Employees who provide direct service to beneficiaries must participate in a self-evaluation.
 - This self-assessment is in line with or similar to the self-assessment of the National Center for Cultural Competence.

Cultural Competence Seniors and People with Disabilities

