



Department of Health

KATHY HOCHUL
Governor

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Commissioner

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Acting Executive Deputy Commissioner

September 26, 2022

To: Mainstream Medicaid Managed Care Plans, HIV Special Needs Plans, and Health and Recovery Plans (MMCPs)

Re: Cultural Competence Training for Participating Providers

The Medicaid Managed Care/Family Health Plus/HIV Special Needs Plan/Health and Recovery Plan Model contract section 15.10(c.) states that a plan must "ensure the cultural competence of its provider network by requiring Participating Providers to certify, on an annual basis, completion of State-approved cultural competence training curriculum, including training on the use of interpreters, for all Participating Providers' staff who have regular and substantial contact with Enrollees."

On October 4, 2021, Medicaid Managed Care Plans (MMCP), including Mainstream MMC plans, HIV Special Needs Plans (HIV SNPs) and Health and Recovery Plans (HARPs) were made aware of the New York State Department of Health (Department) approved cultural competency training offered by the United States Department of Health and Human Services (HHS), Office of Minority Health education program, **Think Cultural Health**. On August 16, 2022, MMCPs were again reminded that all MMCP contracted network providers must complete the training by **October 1, 2022**, and then annually thereafter.

Some providers have inquired as to the meaning and applicability of "regular and substantial contact" for their staff. Using the widely accepted and understood meaning, provider staff whose job duties require regularly scheduled and essential contact with Enrollees to facilitate or deliver healthcare services should complete cultural competence training.

The Department is requesting that all MMCPs complete the attached survey regarding the progress of Participating Provider certification of completion of the designated cultural competence training. At this time MMCPs should not take action related to network status for providers who have not completed cultural competence training, until and unless the Department directs them otherwise.

In the survey, the Department is also requesting your feedback on your plan's use of cultural competence trainings which meet the National Cultural and Linguistically Appropriate Services in Health and Health Care (CLAS) standards for your plan's own staff members per a separate requirement detailed in Section 15.10(b) vi of the Model Contract.

If you have any questions regarding this notification, please forward them to: omcmail@health.ny.gov.