



MedStar Health

It's how we **treat people.**

Cultural Competency Provider Training

MedStar Family Choice (MFC)

By Kacper Szczepaniak, Diversified Compliance Officer

Table of Contents

1.	Cultural Competency
2.	Cultural Competency Imperatives
3.	Policies
4.	Nondiscrimination
5.	Written Materials and Translation Services
6.	Reporting
7.	Additional Information

Cultural Competency

Cultural competence is defined as:

- Skills, behaviors and attitudes
- Integrated into policies, procedures and practices
- To facilitate responding sensitively and respectfully to people of various cultures, primary spoken languages, races, ethnic backgrounds and religions, and sexual orientations, and
- To communicate with them accurately and effectively to identify and diagnose, treat and manage physical and behavioral health conditions through appropriate plans for treatment and self-care
- That enables effective work in cross-cultural situations.



Cultural Competency

- The Four Layers of Diversity wheel shows how we process stimuli and information regarding diversity.
- The ways we process this leads to our assumptions, drives our own behaviors, and ultimately impacts others.

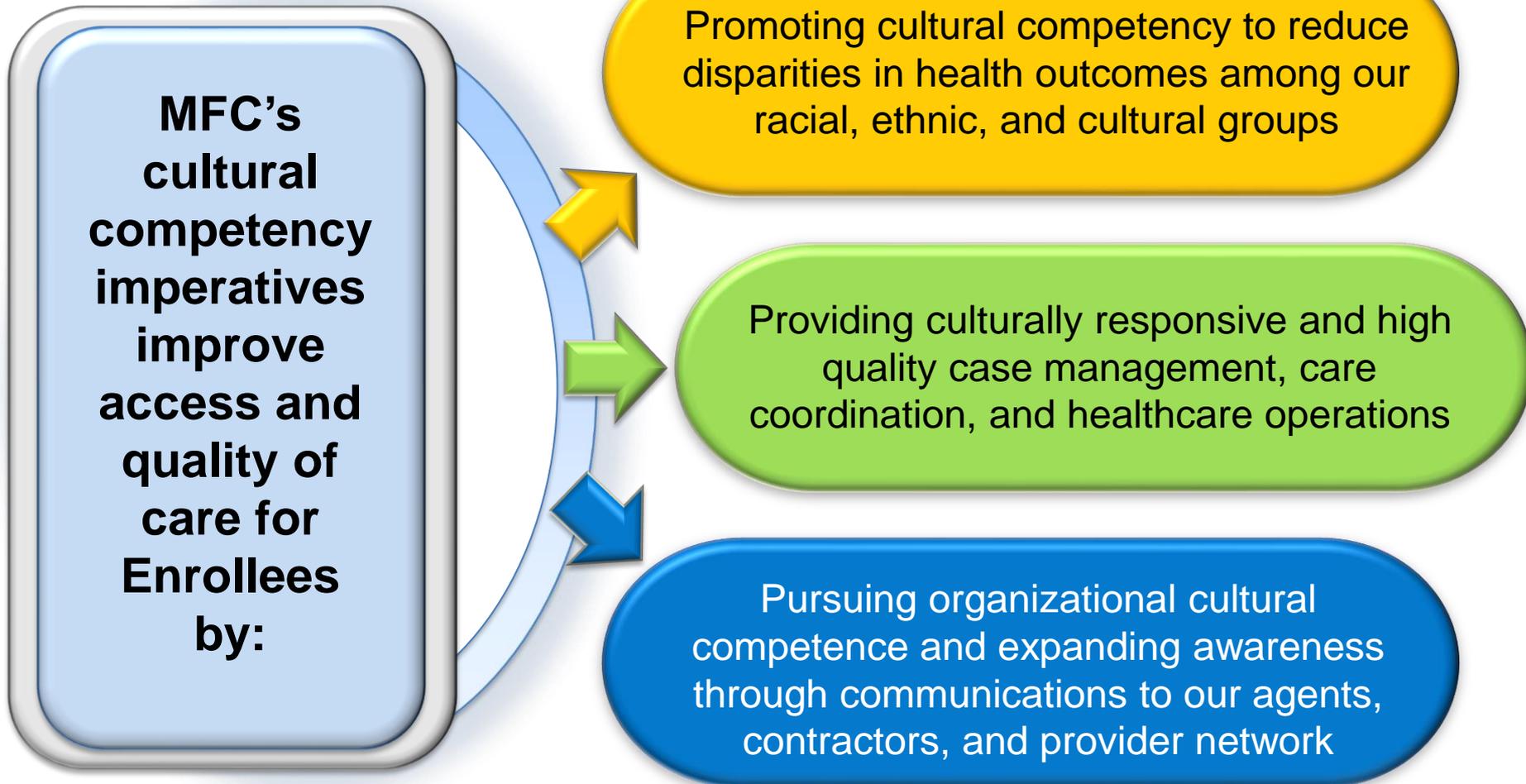


Cultural Competency Imperatives

- Cultural and linguistic competence involves adopting recommended standards under CMS regulations. MFC's cultural and linguistic competency imperatives include:
 1. Developing and maintaining general knowledge about the racial, ethnic, and cultural groups in your service area, including each group's diverse cultural health beliefs and practices, preferred languages, health literacy, and applicable needs
 2. Collecting and maintaining demographic information to understand the composition of the communities in your service area, including the primary spoken languages
 3. Providing oral & written notice to beneficiaries with LEP in their preferred language to inform them of the right to and how to gain language assistance services
 4. Providing beneficiaries with information and assistance in their preferred language, at no cost to the consumers, including oral interpretation and written translation
 5. Receiving annual education and training in culturally and linguistically appropriate service delivery
 6. Implementing strategies to recruit, support and promote a staff that's representative of the demographic characteristics, including primary spoken languages, of the communities in your service area



Cultural Competency Imperatives



Policies

MFC developed and maintains policies to help achieve cultural competence and language access. MFC policies:

Recognize beneficiaries' beliefs

Address cultural and linguistic differences in a competent manner

Foster staff behaviors that effectively address interpersonal communication styles that respect beneficiaries' cultural backgrounds

Facilitate culturally sensitive and person-centered care delivery approaches



Nondiscrimination

- Federal and state civil rights laws prohibit discrimination on the basis of race, color, national origin, age, disability and sex.



Nondiscrimination

- Examples of a prohibited practice include any practice on the basis of race, color, national origin, age, disability and sex made to:
 - Deny an individual any service, financial aid, or benefit.
 - Provide a different service, aid or benefit, or provide them in a manner different than they are provided to others.
 - Segregate or treating individuals separately in any manner related to receiving programs, services, or benefits.
 - Retaliate.
 - Discriminate, including on the basis of National Origin or Limited English Proficiency (LEP).
- Participating MFC providers need to have wheelchair accessible locations and meet other ADA compliance requirements



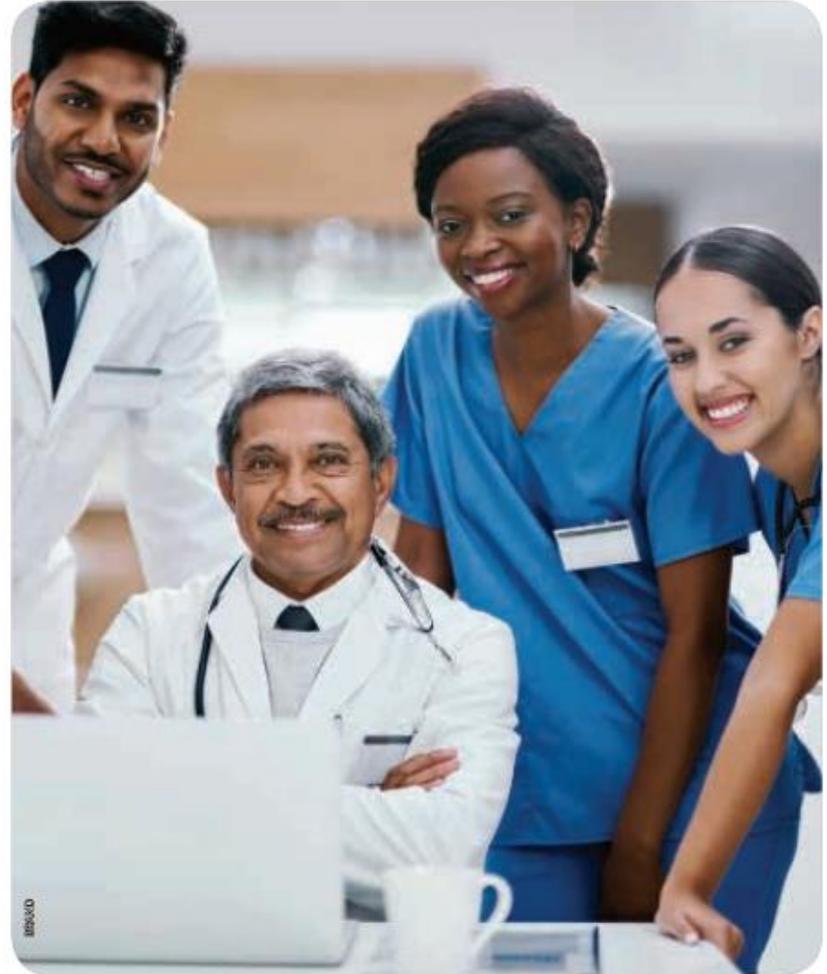
Written Materials and Translation Services

- MFC prohibits discrimination on the basis of disability or limited English proficiency
- MFC provides **free aids and services** to people with disabilities to communicate effectively with us including:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- MFC also provides **free language services** to people whose primary language is not English, including:
 - Qualified interpreters
 - Written information in other languages
- Materials are given in prevalent non-English languages designated by DHCF
- MFC conducts outreach to educate and disseminate related information to its communities



Written Materials and Translation Services

- MedStar Health provides interpretation and use of auxiliary aids such as TTY/TDY and American Sign Language (ASL) services free of charge
- MFC uses two primary vendors to provide these services to D.C. Enrollees:
 - Andean Consulting Solutions Int, LLC (ACSI Translations)
 - Language Line Services, Inc.
- Our contractors need to agree to abide by the same requirements



Written Materials and Translation Services

How do I appropriately direct limited-English proficient or non-English proficient (“LEP/NEP”) Enrollees to free services?

- Enrollee Services at 888-404-3549 (toll free)
- Staff can also engage Language Line Services directly (866-874-3972 Access code 211943) by completing a 3 way call with the caller

How do I appropriately direct the hearing and visually impaired to free auxiliary aid services?

- Enrollee Services at 711 to access telecommunications relay services (TTY or TDD) for free
- If a beneficiary has trouble seeing, the beneficiary could call Enrollee Services at 888-404-3549 for information on an audio tape, in Braille or in large print.



Written Materials and Translation Services

Are on-site interpreters available for Enrollees who need services at a provider's office?

- Yes. Please call Enrollee Services for information on on-site interpreters.

If an Enrollee elects to use a family member or friend or refuses oral interpretation services, what must we do?

- MFC must obtain **written consent** from the Enrollee that waives the Enrollee's right to oral interpretation services.
 - Use the D.C. Office of Human Rights waiver form.



Written Materials and Translation Services

- MFC prints and provides written materials and Vital Documents to inform beneficiaries about their rights and eligibility requirements for benefits, services, or participation in D.C. programs
- Vital documents are translated for any population constituting 3% of D.C. residents or 500 individuals, whichever is less
- MFC also has coordinators who review complaints related to language services (functioning as Section 1557 and Language Access Coordinators (LAC))



Written Materials and Translation Services

MFC's written materials and vital documents must:

Provide culturally appropriate information in prevalent non-English languages and consider the needs of Enrollees with disabilities and LEP

Provide alternative and accessible formats for persons with visual impairments

Include language tag lines that include the availability of written translations or oral interpretation

Communicate to Enrollees how to access these formats

Are written in no less than twelve (12) font size

Written Materials and Translation Services

In addition, MFC must adhere to the following:

Within 48 hours after an enrollee initiates contact MFC using language access taglines, MFC must send written notice to inform enrollees about their rights or eligibility requirements for benefits, services, or participation in District program

MFC must provide to DHCF an attestation or certification that the translated document is accurate

Taglines for written materials critical to obtaining services must be printed in a conspicuously-visible font size approved by the DHCF



Reporting

- MFC must submit a LAA implementation report annually to the D.C. Office of Human Rights or its designee on the populations served/encountered.
- MFC shall provide a quarterly report in a format determined by the DHCF detailing the usage of language assistive services and/or devices and Plan.
- MFC's workforce and contractors must inform MFC's Contracts Oversight team when they use language access services to help facilitate accurate reporting to DHCF.



Additional Information

- Services help facilitate compliance with multiple laws, including but not limited to:
 - Section 1557 of the Patient Protection and Affordable Care Act (PPACA)
 - D.C. Language Access Act of 2014
 - Section 504 of the Rehabilitation Act of 1973
 - the Americans with Disabilities Act and implementing regulations
 - Title VI of the Civil Rights Act of 1964 and implementing regulations
- Additional cultural competence training through HR
- More info online under the [D.C. OHR website](#), in [Transmittals such as 14-35](#), and DHCF's [website](#)



Questions?

Contact Provider Relations 855-798-4244

or via email at mfcdc-providerrelations@medstar.net

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