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Governor

Department of Health

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Commissioner

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Acting Executive Deputy Commissioner

Date: October 4, 2021

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

Re: Cultural Competency Training for Participating Providers

This notice is to inform MMCPs that the New York State Department of Health (DOH) has approved cultural competence training offered by the United States Department of Health and Human Services (HHS), Office of Minority Health education program, *Think Cultural Health*. The training is online, free and offers several provider specific programs: [Education - Think Cultural Health \(hhs.gov\)](https://www.hhs.gov/education-think-cultural-health/).

The Mainstream Medicaid Managed Care, HIV Special Needs Plans, and Health and Recovery Plans Model Contract Section 15.10(c) requires that the MMCP "...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."

New York State previously approved cultural competency training for behavioral health providers (see: https://omh.ny.gov/omhweb/bho/docs/cultural_competency_curriculum.pdf). Therefore, for behavioral health providers, MMCPs may utilize either the *Think Cultural Health* or the approved BH training to meet this requirement.

Plans should begin messaging this training requirement to participating providers, with the expectation that it should be initially completed by appropriate staff within the next 12 months and then annually thereafter. MMCPs are advised to prioritize outreach to high volume and/or providers serving enrollees or located in regions with known significant health disparities. Certification of such training should be kept on file by the MMCP, to be provided upon request to DOH.

With the approval and implementation of this training, MMCP participating providers will be positioned to provide more effective care delivery to enrollees and decrease health disparities.

If you have any questions regarding this requirement, please contact OMCmail@health.ny.gov .