

Culturally and linguistically appropriate services provider training resources and links



Molina Healthcare, Inc. expects its network providers to effectively provide services to people of all cultures, races, ethnic backgrounds and religions, as well as those with disabilities, in a manner that recognizes values, affirms and respects the worth of the individuals and protects and preserves their dignity.

Training of employees and providers, as well as quality monitoring, are the cornerstones of respectful and responsive service delivery. For that reason, Molina has integrated training on Culturally and Linguistically Appropriate Services (CLAS) concepts into the overall provider training and quality monitoring programs. Molina offers educational opportunities on CLAS concepts for providers and staff on a regular basis.

Culturally and Linguistically Appropriate Services: Training for health care providers and staff:

- [Module 1: Introduction to Culturally and Linguistically Appropriate Services](#)
- [Module 2: Health Outcomes](#)
- [Module 3: Seniors and Persons with Disabilities](#)
- [Module 4: LGBTQ and Immigrants/ Refugees](#) (optional)
- [Module 5: Providing Culturally and Linguistically Appropriate Services](#)
- [Provider Training Attestation Form](#) (California Providers)
- [Provider Training Attestation Form](#) (Ohio Providers)
- [Provider Training Attestation Form](#) (All Other State Providers)

Additional information on CLAS concepts is available from the following third parties:

- [Culturally and Linguistically Appropriate Services Standards](#) (hhs.gov)
- [Americans with Disabilities Act](#) (ada.gov)
- [The Arc](#)
- [Virginia Commonwealth University Life Expectancy Mapping](#)
- [Robert Wood Johnson Foundation Life Expectancy by Zip Code](#)