

## Cultural Competency

### Information for Medicaid and MyCare Ohio providers

Molina Healthcare is required to provide annual Cultural Competency training to our participating provider network. The training is mandated by the Centers for Medicare and Medicaid Services (CMS) to ensure providers meet the unique and diverse needs of all members.

Molina offers educational opportunities in cultural competency concepts for providers, their staff and Community Based Organizations through training modules, delivered through a variety of methods including:

- Written materials
- Cultural competency training delivered by Provider Services Representatives upon request
- Access to reference materials available through the Molina website including translated materials and accessible formats like Braille
- For members who are deaf or hard of hearing, call Ohio Relay/TTY at (800)750-0750 or 711

To learn more, view the [Cultural Competency Training](#) on the Molina website by selecting “Provider Manual & Training” under the “Manual” tab.

Once the review of the Cultural Competency Training is completed, fill out and sign the [Cultural Competency Attestation](#) form available on the Molina website by selecting “Provider Manual & Training” under the “Manual” tab. A copy of the Cultural Competency Attestation form is attached to this communication.

Email the signed and dated Cultural Competency Attestation form by Dec. 31, 2019 to [OHAttestationForms@MolinaHealthcare.com](mailto:OHAttestationForms@MolinaHealthcare.com).

Thank you for your immediate response and cooperation.

## In This Issue – October 2019

→ [Cultural Competency](#)

### Questions?

Provider Services – (855) 322-4079  
8 a.m. to 5 p.m., Monday to Friday  
(MyCare Ohio available until 6 p.m.)

Email us at [OHProviderRelations@MolinaHealthcare.com](mailto:OHProviderRelations@MolinaHealthcare.com)

Visit our website at  
[MolinaHealthcare.com/OhioProviders](http://MolinaHealthcare.com/OhioProviders)

### Connect with Us

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[www.twitter.com/MolinaHealth](http://www.twitter.com/MolinaHealth)

### Join Our Email Distribution List

Get this bulletin via email. Sign up at  
[MolinaHealthcare.com/ProviderEmail](http://MolinaHealthcare.com/ProviderEmail).

### Fighting Fraud, Waste & Abuse

Do you have suspicions of member or provider fraud? The Molina Healthcare AlertLine is available 24 hours a day, 7 days a week, even on holidays at (866) 606-3889. Reports are confidential, but you may choose to report anonymously.



## CULTURAL COMPETENCY TRAINING CONFIRMATION 2019

### *Centers for Medicare and Medicaid Services (CMS) – Mandatory Requirement*

Please sign below to attest you have received Cultural Competency training in 2019 from Molina Healthcare. Send the signed and dated form by Dec. 31, 2019:

- Email to [OHAttestationForms@MolinaHealthcare.com](mailto:OHAttestationForms@MolinaHealthcare.com)

Molina Healthcare is required to provide annual Cultural Competency training to our participating provider network. The training is mandated by CMS to ensure providers meet the unique and diverse needs of all members. Thank you for your immediate response and cooperation.

**I have received and reviewed the written materials for the Cultural Competency training.**

Clinic/Practice Name: \_\_\_\_\_

Clinic/Practice Address: \_\_\_\_\_

Group Tax Identification Number (TIN): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_ State: \_\_\_\_\_

### **Physician Information**

Please complete for all participating providers in your practice. This information will be available to our members to reference when selecting a provider who meets their cultural needs. A spreadsheet containing this information can be attached, if needed.

Provider Name: \_\_\_\_\_

Provider Ethnicity (NCQA Requirement): \_\_\_\_\_

Language(s) Spoken: \_\_\_\_\_

Provider Name: \_\_\_\_\_

Provider Ethnicity: \_\_\_\_\_

Language(s) Spoken: \_\_\_\_\_

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