



# Cultural Competence Plan

September 2022 Revision

# What is Cultural Competency?

## **Cultural Competency, as defined by ASES is:**

A set of interpersonal skills that allow individuals to increase their understanding, appreciation, acceptance, and respect for cultural differences and similarities within, among, and between groups and the sensitivity to know how these differences influence relationships with Enrollees. This requires a willingness and ability to draw on community-based values, traditions and customs, to devise strategies to better meet culturally diverse Enrollee needs, and to work with knowledgeable persons of and from the community in developing focused interactions, communications, and other supports.

# Cultural Competence Plan

- The purpose is to ensure that the diverse needs of the beneficiaries are considered.
- Employees and associates of the plan that administer Vital Plan must provide service to all beneficiaries of any culture, race, ethnicity, gender identity, gender expression, real or perceived sexual orientation (lesbian, gay, bisexual, Transsexual, transgender, Queer, + better known as LGBTTQ + population), and religion; in order to recognize the values, respect, protect and preserve the dignity of each individual.

# Cultural Competence Plan Objectives

- Identify beneficiaries who have cultural limitations or language barriers.
- Utilize culturally sensitive and appropriate educational materials for each type of cultural limitations including race, religion, LGBTTQ+ (Lesbian, Gay, Bisexual ,Transsexual ,Transgender, Queer/Questioning, +) communities, ethnicity or language.
- Ensure that all available resources meet communication requirements regarding language barriers.
- Ensure that health providers understand and recognize needs according to cultural differences.

# Cultural Competence Plan Objectives

- Identify beneficiaries who have cultural limitations or language barriers.
- Ensure that we have the necessary resources to comply with communication requirements contemplating possible language barriers.
- Ensure that health providers understand and recognize needs according to different religious beliefs.
- Ensure that all employees and associates are trained to assess cultural, religious and language differences.

# Cultural Competence Plan Goals

- Increase communication with beneficiaries who have cultural competences or language barriers.
- Use appropriate and culturally sensitive educational materials for each type of cultural constraint, including race, religion, gender identity, gender expression, actual or perceived sexual orientation (LGBT+), ethnic origin or language.
- Decrease discrepancies in medical care received.
- Increase the understanding of our employees, contractors, health providers, about cultural and religious differences.

# Cultural Competence Plan Components

- Analysis of data
  - Periodically perform evaluations of our population that receives services under Plan.
  - Carry out regular analysis of claims and meetings to identify health needs.
  - As part of the process of registration to identify specific needs in terms of race, religion, ethnic origin and language.

# Cultural Competence Plan Components

- Language or interpreter services
  - Providers help identify beneficiaries with possible linguistic barriers, for example: people in P.R. that their first language is not Spanish.
  - In coordination with the Beneficiary Services Department, they receive free interpreter services to access the covered services.
  - Interpreter services include interpretation for beneficiaries with limitations in the Spanish language or auditory impairments.
  - Contractors who provide service to our beneficiaries must comply with the approved cultural competency plan.
  - Written materials are available in both Spanish and English.





# Cultural Competence Plan Components

- Religious beliefs
  - Ensure that all employees respect the beneficiaries according to their religious beliefs.
  - Providers must comply with the religious beliefs of the beneficiaries when providing medical treatment services.

# Cultural Competence Plan Components

- LGTT+ Population Anti-discrimination
  - ASES issued a Providers Guide for sensitive and adequate management when providing health services to LGBTT + enrollees that is distributed to all providers.
  - The Provider is responsible for training its staff on sensitivity to the LGBTT + population.
  - The approval and dispatch of medications, as well as medical services, should not be restricted by the enrollee sex.

# Cultural Competence Plan components

- Provider Education
  - Provider must be educated according to the cultural competencies plan.
- Electronic media
  - Beneficiaries have access to the TTY / TDD line for audio-impaired services
  - Services to the beneficiary will provide the necessary follow-up services in addition to the call.

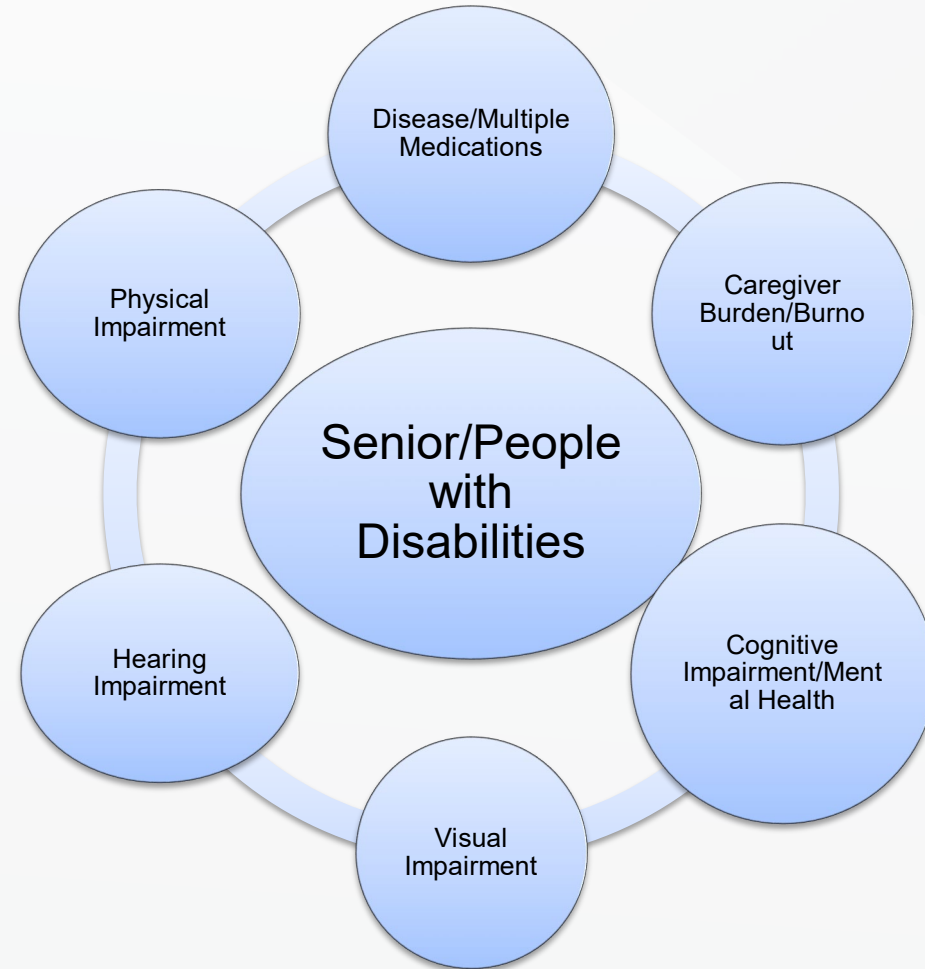
# Cultural Competence Plan Components

- Survey on the cultural competencies plan
  - To create awareness and increase the beliefs, values and attitudes that promote understanding of cultural, religious, sexual preferences, and language differences and identify areas of need for training.
  - Employees who provide direct service to beneficiaries must participate in a self-evaluation.
  - This self-assessment is in line with or similar to the self-assessment of the National Center for Cultural Competence.

# Vieques and Culebra Beneficiaries

- Preferential shifts - a policy is established to require the providers of MMM Multi Health to give priority to the beneficiaries resident of Vieques and Culebra, so that they are taken care of within a reasonable time after arriving at the office.
- This preferential treatment is necessary due to the location of these municipal islands, considering the longer travel time necessary for their residents to obtain medical attention.

# Cultural Competence Seniors and People with Disabilities



# Legal History

- Title VI of the Civil Rights Act 1964
- Federal Order of the Executive Power 13166
- Culturally and Linguistically Appropriate Services Standards (CLAS)
- Section 1557 of the Affordable Care Act

# Title VI of the Civil Rights Act of 1964

Establishes that entities, such as companies or corporations that receive federal financial aid, must not carry out any of the following actions due to their protected status:

Denying	Denying a person service, help, or other benefit.
Provide	Provide a benefit, etc. that is different or that is provided in a different way.
Subject	Subject a person to segregation or separate treatment.
Restrict	Restrict a person from the enjoyment of benefits, privileges, etc.
Treat	Treat a person differently when determining eligibility.
Select	Select sites or facility locations that exclude protected persons



# Executive Power 13166

- MMM HS Vital- as a corporation that receives federal financial assistance, recognizes and agrees to comply with:
- Require all subcontractors to comply with the provisions of federal civil rights laws and policies that prohibit discrimination, including Title VI of the Civil Rights Act of 1964.
- It prohibits discrimination based on race, color or nationality, in Puerto Rico it includes a limited knowledge of Spanish.

# Culturally and Linguistically Appropriate Services (CLAS)

- Is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity. CLAS is about respect and responsiveness: Respect the whole individual and Respond to the individual's health needs and preferences.
- Health inequities in our nation are well documented. Providing CLAS is one strategy to help eliminate health inequities. By tailoring services to an individual's culture and language preferences, health professionals can help bring about positive health outcomes for diverse populations.

<https://thinkculturalhealth.hhs.gov/clas/what-is-clas>



# 1557 Section of the Affordable Care Act

- By virtue of the Affordable Care Act (2010) and the implementation of Section 1557, the United States Department of Health and Human Services finalizes the rule of Antidiscrimination in Health Programs and Activities.
- Its purpose is to promote equality in health, educate the insured on their rights and guide the entities involved about their obligations, reducing inequalities in the context of medical care.
- The final rule was issued on May 18, 2016, where it protects people from discrimination in health care based on race, color, national origin, age, disability and sex.

# 1557 Section of the Affordable Care Act

- It applies to all health programs and activities that receive, even in part, federal financial assistance from HHS (Health Human Services).
- Examples of covered entities are hospitals, medical clinics, doctor's offices, home health agencies, insurers, rehabilitation centers, state Medicaid agencies, etc.
- It also includes all programs and activities administered by HHS, such as Medicare Part D.

# Contact Information:

## Medicaid Compliance Department

Shahayra Aguilú Benitez-MBA

Medicaid Compliance Manager

Cel.787-402-9737

Tel. 787-622-3000 Ext. 3505

Email: [shahayra.aguilu@mmmhc.com](mailto:shahayra.aguilu@mmmhc.com)

**Liza Rivera-Ortiz**

**Medicaid Compliance Officer**

MMM Multihealth

P.O. Box 71114

San Juan, PR 00936-8014

Tel. 787-622-3000, Ext. 2233

Cel. 787-918-7332

Email: [liza.rivera@mmmhc.com](mailto:liza.rivera@mmmhc.com)

## How to report non compliance and FWA incidents?

➤ Internet – through the webpage “Ethics Point” : [www.psg.ethicspoint.com](http://www.psg.ethicspoint.com)

➤ Telephone: “Ethics Point”:

**1-844-256-3953**

➤ Referrals through email:  
[GHP\\_SIU@mmmhc.com](mailto:GHP_SIU@mmmhc.com)



# Contact Information:

## Medicare Advantage Compliance Department

### **Myra Plumay** **Chief Compliance Officer**

MMM Healthcare LLC

P.O. Box 71114

San Juan, PR 00936-8014

Tel. 787-622-3000, Ext. 2061

Cel. 787-379-3327

Email: [myra.plumey@mmmhc.com](mailto:myra.plumey@mmmhc.com)

## How to report non compliance and FWA incidents?

➤ Internet – through the webpage “Ethics  
Point” :

[www.innovacarehealth.ethicspoint.com](http://www.innovacarehealth.ethicspoint.com)

➤ Telephone: “Ethics Point”:

**1-877-307-1211**

Referrals through email: [SIU@mmmhc.com](mailto:SIU@mmmhc.com)

**Thank you!**

