

Policy Administration	
Policy Title: Cultural Competency and Health Care Literacy	
Policy Category Administration – Cultural Competency	Policy Number KSAD - 0007
Related Standard P&P:	Business Unit: Administration
Product Name: UnitedHealthcare Community Plan	Version: 1.0
State: Kansas	
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Effective Date: 1/1/19	Review Frequency: Annual
Policy Owner: Lori Libel, Associate Director	Next Scheduled Review: 12/31/19
Administrative Notes: Policy to address RFP requirement: Section 5.5.4 Cultural Competency	

Policy Statement
 This Policy addresses the process for the annual review of the Cultural Competency and Health Care Disparities action plan.

Applicability
 This applies to UnitedHealth Care Community Plan of Kansas staff, KanCare 2.0 Participants and Providers. This policy will be posted on the United Healthcare Member and Provider websites.

Purpose / Description
 This policy addresses our procedure for ensuring that Covered Services are delivered to all Members in a culturally competent manner that is responsive to Members’ health literacy needs, including those with limited English proficiency (LEP) and diverse cultural and ethnic backgrounds, disabilities, and regardless of gender, sexual orientation or gender identity.

Reference / Related Information
 RFP Section 5.5.4 Cultural Competency and Health Literacy in the Delivery of Care

Definitions

Cultural competency refers to the practices and behaviors that ensure that all Members receive high-quality, effective care, irrespective of cultural background, language proficiency, socioeconomic status, and other factors that may be informed by a Member’s characteristics.

Health literacy is the degree to which individuals have the capacity to obtain, process, and understand back health information and services needed to make appropriate health decisions.

Health Care Disparity Action Plan A plan to address differences in the incidence, prevalence, mortality, and burden of diseases and other adverse health conditions that exist among specific population groups in the United States.

1. Procedure Detail

- 1) United Healthcare's local leadership team made up of Member and Provider Services, Marketing, Clinical, Quality and Compliance meets annually to review and update the Kansas C&S KanCare Cultural Competency plan and sets the yearly Health Care Disparities Action Plan goals. The plan is submitted to the State (KDHE) annually.
- 2) The Cultural Competency Plan includes:
 - a) Description of how care and services are delivered in a culturally competent manner, including how this will be achieved in rural areas of the State via telehealth strategies.
 - b) Role of social determinants of health and independence in improving and sustaining positive health outcomes.
 - c) Strategies to assess and respond to the health literacy needs of members
 - d) Identification of the specific staff responsible for the development and maintenance of the Cultural Competency Plan to monitor and succeed in achieving it's annual goals.
 - e) Establishments of goals for the coming year.
 - f) Training and education methods created and utilized by staff, participating providers, and non-participating providers and members about cultural competency, including a description of the training programs. Training for new staff will be provided during initial onboarding and includes subsequent training as needed. Provider training completion to be viewed by members on the provider directory website.
 - g) Actively describe and report routine assessments of the provider network to ensure services are provided in a culturally competent manner to diverse populations.
 - h) A annual performance improvement project may be focused on Cultural Competency.
- 3) Adhere to requirements for establishing a provider directory as specified in Section 5.10.8 that indicates each provider's linguistic capabilities, as well as whether the provider has completed cultural competence training, and whether the provider's offices, exam rooms, and equipment accommodate individuals with physical disabilities.
- 4) Ensure that members are provided covered services without regard to race, color, national origin, sex, sexual orientation, gender identity, age, or disability and will not use any policy or practice that has the effect of discriminating on the basis of race, color, national origin, sex,

sexual orientation, gender identity, age, or disability.

- 5) United Healthcare Kansas C&S will incorporate in its policies, administration, and service practice the values of (i) honoring member’s beliefs, (ii) sensitivity to cultural diversity, and (iii) fostering in staff and providers’ attitudes and interpersonal communication styles which respect members’ cultural backgrounds including evidence that United Healthcare C&S has communicated these statements to our subcontractors and participating providers.

- 6) United Healthcare will strive to foster and enhance participating providers’ understanding and application of techniques to identify and adapt to members’ cultural preferences and health literacy needs as an integrated component of service delivery. Such supports will include interactive and ongoing training, dedicated United Healthcare staff for participating providers to consult as needed, a resource library of best practices and national standards, and other resources as appropriate to evidence the importance of cultural competency and health literacy in the delivery of Covered Services.

- 7) Permit members to choose any participating provider from among United Healthcare’s participating provider network based on cultural preference. Members may submit grievances to United Healthcare Kansas C&S and/or the State related to inability to obtain culturally appropriate care.

- 8) If United Healthcare identifies a problem involving discrimination or accommodations for individuals with disabilities by one of its subcontractors or participating providers, United Healthcare will promptly intervene and require a corrective action plan from the subcontractor or participating provider.

Procedure Contacts

Role:	Name:	Contact:
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<i>Signature of Policy Approver:</i>	 <i>Compliance Officer</i>	

Revision History

Effective Date:	Key update from Previous Version:	Reason for Revision:

1/1/19	NA	NA
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