

THIS CA UPDATE HAS BEEN SENT TO THE FOLLOWING:**COUNTIES:**

- Imperial
- Riverside/San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

LINES OF BUSINESS:

- Molina Medi-Cal Managed Care
- Molina Medicare
- Molina Marketplace (Covered CA)

PROVIDER TYPES:

- Medical Group/ IPA/MSO**
 - Primary Care**
 - IPA/MSO
 - Directs
- Specialists**
 - Directs
 - IPA
- Hospitals**
 - Ancillary**
 - CBAS
 - SNF/LTC
 - DME
 - Home Health
 - Other

Diversity, Equity, And Inclusion Training Program Requirements APL 23-025

This is an advisory notification to Molina Healthcare of California (MHC) network providers to provide guidance regarding the Diversity, Equity, and Inclusion (DEI) training program requirements.

This notification is based on an All-Plan Letter (APL) 23-025, which can be found in full on the Department of Health Care Services (DHCS) website at: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-025.pdf>

BACKGROUND

The following domains represent DHCS' multi-pronged vision to build analytic, workforce and programmatic capacity, at all levels, to advance health equity for Medi-Cal members.

- Data collection and stratification: Complete, accurate data on race, ethnicity, disability, language, sexual orientation, and gender identity and/or expression information for Medi-Cal members will be utilized to illuminate and address health inequities regionally and across DHCS programs.
- Workforce diversity and cultural responsiveness: Medi-Cal workforce, at all levels, should reflect the diversity of the Medi-Cal population and always provide culturally and linguistically appropriate care.
- Eliminating health disparities: Eliminate racial, ethnic, and other disparities within the Medi-Cal population and support policy efforts to eliminate disparities, driven by health-related social needs, between Medi-Cal members and commercial or other Medicare populations.

The DEI training program is a core part of this effort and will support MHC in creating a better relationship and connectivity with diverse Members across populations disadvantaged by the system.

Culture is comprised of, but not limited to, belief systems, rituals, values, norms, and practices. Organizational cultural competency is the ability of healthcare organizations and individuals to actively apply knowledge of cultural behavior and linguistic issues when interacting with Medi-Cal members from diverse cultural and linguistic backgrounds.

Cultural competency requires the recognition and integration by the health care professionals of Medi-Cal members' behaviors, values, norms, practices, attitudes, and beliefs about disease causation and prevention into health care services provided. Development and incorporation of these interpersonal and intracultural skills should effect a positive change in the manner in which health care is delivered to culturally diverse Medi-Cal members.

Culturally competency enables improved communication between Providers and Medi-Cal members who may be from different ethnic and cultural backgrounds. Culturally competent care ultimately leads to improved access and health outcomes.

WHAT YOU NEED TO KNOW:

POLICY

MHC will develop a DEI training program that encompasses sensitivity, diversity, cultural competency and cultural humility, and health equity trainings, for all MHC staff, and Network Providers regardless of their cultural or professional training and background.

All trainings will be specific to MHC Member demographics including, but not limited to Members' sex, race, color, religion, ancestry, national origin, creed, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, health status, marital status, gender, gender identity, sexual orientation, or identification with any other persons or groups defined in Penal Code section 422.56, within specific regions. The DEI training program will align with the National Committee for Quality Assurance (NCQA) Health Equity Accreditation Standards.

Guidelines for DEI Training and Education Program:

The DEI training program will be region-specific and, at a minimum, include consideration of health-related social needs that are specific to MHC's servicing counties, regional demographics, and disparity impacts of all of the MHC current Members including but not limited to the Seniors and Persons with Disabilities population; those with chronic conditions; those with Specialty Mental Health Service and/or Substance Use Disorder needs; those with intellectual and developmental disabilities; and children with special health care needs.

The DEI training program must also incorporate the following:

1. Explicit consideration and acknowledgement of structural and institutional racism and health inequities, and their impact on MHC Members, staff, Network Providers, Subcontractors, and Downstream Subcontractors.
2. Information about relevant health inequities and identified cultural groups in MHC's service area, which includes but is not limited to:
 - a. The groups' beliefs about illness and health;
 - b. MHC Member experience, including perceived discrimination and the impacts of implicit bias;
 - c. Lesbian, gay, bisexual, transgender, queer or questioning, intersex, asexual, and more (LGBTQIA+) concerns, including asking for and respecting the name and pronouns MHC Members and family members use and avoiding assumptions about partners, spouses, and children;
 - d. Need for gender-affirming care
 - e. Methods of interacting with Providers and the health care structure;
 - f. Traditional home remedies that may impact how the Provider should treat the MHC Member; and
 - g. Language and literacy needs
3. Accommodation of different learning styles (e.g., visual, auditory, or written) and strategies to promote motivation and incentives to integrate concepts into practice and behavior change.
4. Components of the training should allow for observational assessments and evaluation strategies.
5. Community input and advisement on the development of the training as well as relevant issues, barriers, and discrimination within specific MHC service locations and counties.
6. Development of a process for evaluating and determining the need for special initiatives regarding material to be included in the DEI training program.

7. Recruitment and retention of staffing that represents the community they serve, are responsive to community needs, and dedicated staff who apply the DEI training program principles.
8. Assessment of MHC's staff, Subcontractors, Downstream Subcontractors, and Network Providers for incorporating DEI training goals into their interactions with MHC Members and staff with lived experience.
9. Designated staff for coordinating and facilitating the integration of DEI training guidelines.
10. Establishment of an array of communication tools for distributing information to MHC staff, Subcontractors, Downstream Subcontractors, and Network Providers.
11. Participation with government, community, and educational institutions in matters related to best practices encompassing the principles of DEI training so that they may be integrated into MHC's specific DEI training program.
12. Evaluation of the effectiveness of the DEI training program strategies for improving the health status of diverse populations with applicable alterations to the DEI trainings.
13. Provision of training in multiple formats (e.g., braille, large print, audio, translations, etc.) as requested by MHC staff, Subcontractors, Downstream Subcontractors, and network providers.

WHAT IF YOU NEED ASSISTANCE?

If you have any questions regarding the notification, please contact your Molina Provider Services Representative below:

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Please include provider name, NPI, county, and fax number and you will be removed within 30 days.*