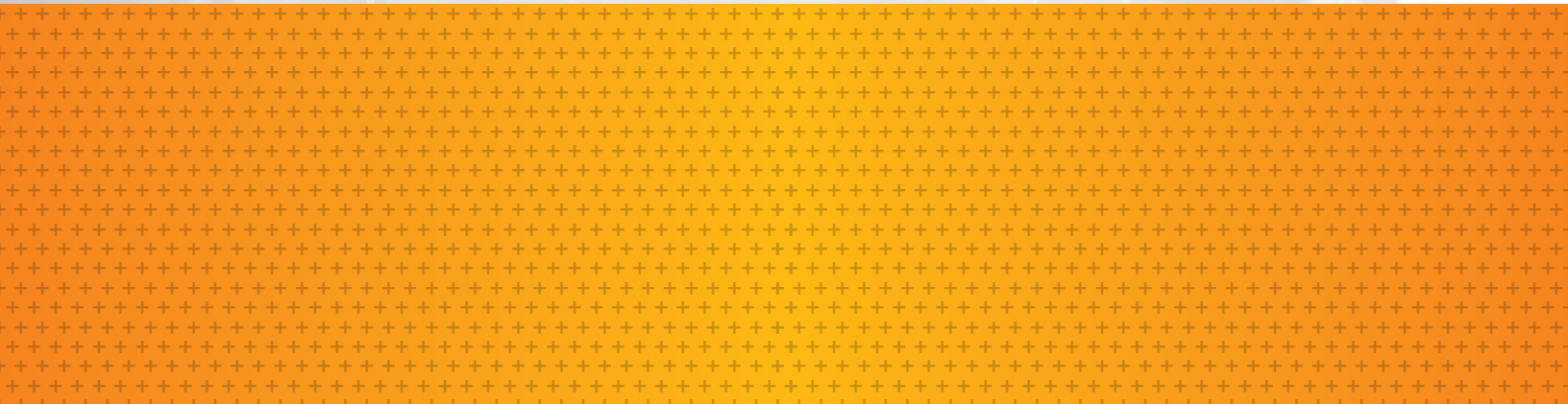


Cultural Competency Strategic Plan

2021 Medicaid & PeachCare for Kids®



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Mission, Vision, & Commitment

Mission:

Peach State Health Plan is driven by our community responsibility to positively impact the health and wellness of those we serve.

Vision:

Peach State Health Plan will be the vehicle for population health for the state of Georgia.

Community Commitment:

Peach State Health Plan has a continuous history of providing low cost quality healthcare to all members.

Introduction

Peach State Health Plan™ (Peach State, The Plan) and its parent company Centene Corporation actively address Cultural Competence and awareness, through a collaborative process with Centene Foundation for Quality Healthcare, and partnerships with the Center for Health Care Strategies, Centers for Medicaid and Medicare Services (CMS) and the Georgia Department of Community Health (DCH).

Peach State is a provider of insurance coverage that enrolls multi-cultural members across the continuum of care and it is our responsibility as a health plan to ensure culturally competent care. The Plan assists in the reduction of racial and ethnic health disparities through contracting a culturally competent network, providing language support, and education. The education includes our staff, contracted providers, and vendors. To assist with the engagement of our members who do not speak English as their first language or are from a culturally diverse background, the Plan hires staff who speak languages that are prevalent in our membership and understand various cultures. We also make available language interpreter services to assist members when interacting with our staff and practitioners.

Cultural competency is essential when developing methods to improve care. Our clinical and network strategic plans, goals, and objectives include promoting culturally competent care. This is supported through cultural competency training, monitoring of the unique barriers of specific populations and the development of actions to address those barriers. Those actions include collaborative efforts with our practitioners and providers, community partners and advocates who are trusted by specific racial, religious, and ethnic groups with the intent to continually improve the quality of service, appropriate use of services and the member experience.

We believe that by addressing the cultural and linguistic needs of our enrollees, it will improve access to care, quality, and ultimately health outcomes. This will be achieved through the development of our annual Cultural Competency Program (CCP), as well as, an evaluation to determine if implementation of the program is effective.

Peach State raises awareness regarding culturally sensitive care, through the Cultural Competence Program, by acknowledging the importance of valuing different cultures and the ways in which these differences influence how care is provided. Additionally, expanding access to meet the needs are key factors to bridging the gap to health inequalities.

Developing language skills and cultural knowledge are critically important skills that Peach State and its network of providers must embrace in order to provide quality care and positively influence and change the issues surrounding health disparities. The ability to influence culturally and linguistically appropriate services is paramount to the delivery of quality healthcare.

The Plan recognizes the impact that social determinants have on health outcomes of specific populations—and is aware of the disparities they create. Race or ethnicity, sex, sexual orientation and identity, age, disability, socioeconomic status, and geographic location all contribute to an individual's ability to achieve good health.

This CCP Strategic Plan serves as the blue print to assist Peach State Health Plan in its on-going efforts to provide culturally competent and linguistically appropriate awareness, services and tools to all stakeholders, including Plan-wide staff, contracted providers and contracted vendors staff at all levels. Incorporating the CCP with accountability throughout the organization's planning and operations, will support business operations in providing equitable, understandable, and respectful quality care and services to the health plan diverse membership.

Peach State Health Plan addresses cultural competency through the following:

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| ■ Fostering a culture of social awareness, values, cultural sensitivity and customer service that supports our members, including those of varied cultural background |
| ■ Recruiting and retaining a culturally diverse and competent workforce to support the needs of our members |
| ■ Developing and delivering cultural competency training curriculum/materials |
| ■ Ensuring our care management assessment and plans of care reflect a member driven approach and support the member's cultural values and sensitivities |
| ■ Ensuring our network is able to meet the cultural needs of our membership |
| ■ Providing language assistance services to all members with limited-English proficiency and/or impaired hearing at no cost to the member, practitioner, or provider |
| ■ Ensuring member materials are easily understandable and most prevalent languages are available upon request |
| ■ Developing collaborative relationships within communities to help us understand and address the health beliefs and needs of ethnic and cultural populations |
| ■ Identifying opportunities to implement culturally sensitive initiatives that address disparities in health care under the direction of senior vice president of health services |
| ■ Conducting an annual population assessment of the membership that helps identify unique needs of vulnerable groups which may require the enhancement or development of targeted initiatives to maximize improved outcomes |

This CCP further demonstrates Peach States' commitment to meeting needs of our members, providers, residents of Georgia, and the Department of Community Health (DCH).

Peach State Health Plan has a contracted partnership in Georgia with the Department of Community Health (DCH) and Centers for Medicaid and Medicare Services (CMS).

Cultural Competence

Cultural Competence is the willingness and ability of a health care plan to value the importance of culture, ethnicity, race and religion in the delivery of services, which enables them to work effectively across different cultures. It is the use of a systems perspective, which values differences and are responsive to diversity at all levels of the health plan.

Cultural Competence requires a comprehensive and coordinated plan that includes interventions on levels of policymaking, infrastructure, program administration and evaluation, the delivery of services and the population it serves. It is the promotion of quality services to underserved, racial/ethnic groups through the valuing of differences and the integration of cultural attitudes, beliefs, and practices into diagnostic and treatment methods. It should be practiced throughout the health plan to support the delivery of culturally relevant and competent care.

Cultural Competency skills can be developed through training both staff and providers. It also includes the implementation of objectives to ensure that administrative policies and practices are representative of the culture and diversity within the populations served. It is a process of continuous quality improvement.

Legal and Regulatory Framework

Peach State Health Plan adheres to four major Federal standards related to Cultural Competency, *Title VI of the Civil Rights Act of 1964*, federal *Executive Order 13166*, *Affordable Care Act, section 1557 non-discrimination*, and *CLAS 15 national standards*. Additionally, the Georgia Department of Community Health (DCH) has requirements relating to Cultural Competency that Peach State Health Plan will follow.

Title VI of the Civil Rights Act of 1964

Title VI of the Civil Rights Act of 1964 states that entities, such as companies or corporations, receiving federal financial assistance shall not do any of the following based on protected status:

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| ■ Deny an individual a service, aid or other benefit |
| ■ Provide a benefit that is different or is provided in a different manner |
| ■ Subject an individual to segregation or separate treatment |
| ■ Restrict an individual in the enjoyment of benefits, privileges, etc. |
| ■ Treat an individual differently when determining eligibility |
| ■ Select sites or facility locations that exclude protected individuals |

Federal Executive Order 13166

As an organization that receives federal financial funding, Centene Corporation must comply with *Title VI of the Civil Rights Act of 1964* as well as *Executive Order 13166*, which sets forth that persons with limited-English language skills have meaningful access to services.

1557 Non-Discrimination Law

Section 1557 of the Affordable Care Act (ACA), prohibits discrimination on the basis of race, color, national origin, sex, age, or disability and builds upon longstanding nondiscrimination laws and provides new civil rights protections.

Culturally and Linguistically Appropriate Services (CLAS) Standards

National CLAS 15 Standards, developed by the U.S. Department Health & Human Services, Office of Minority Health, as our guidelines for furnishing equitable and culturally competent services to all members, by improving quality and eliminating health care disparities through the CLAS standards organized below into one Principal Standard and three themes:

- Governance, Leadership, and Workforce;
- Communication and Language Assistance; and
- Engagement, Continuous Quality Improvement, and Accountability.

Principal CLAS Standards and Themes

Principal (CLAS) Standards

The CLAS Standards provide effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.

Theme One - Governance, Leadership and Workforce

- **Standard 1-** Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices and allocated resources. dership, and Workforce;
- **Standard 2-** Recruit, promote and support a culturally and linguistically diverse governance, leadership and workforce that are responsive to the population in the service area.
- **Standard 3-** Educate and train governance, leadership and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Theme Two - Communication and Language Assistance

- **Standard 5-** Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
- **Standard 6-** Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing
- **Standard 7-** Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
- **Standard 8-** Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

Theme Three - Engagement, Continuous Improvement and Accountability

- **Standard 9-** Establish culturally and linguistically appropriate goals, policies and management accountability, and infuse them throughout the organizations' planning and operations.
- **Standard 10-** Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into assessment measurement and continuous quality improvement activities.
- **Standard 11-** Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
- **Standard 12-** Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
- **Standard 13-** Partner with the community to design, implement and evaluate policies, practices and services to ensure cultural and linguistic appropriateness.
- **Standard 14-** Create conflict- and grievance-resolution processes that are culturally and linguistically appropriate to identify, prevent and resolve conflicts or complaints.
- **Standard 15-** Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents and the general public.

Strategic Goals and Objective

Peach State Health Plan is dedicated to reducing health care disparities and achieving health equity through a coordinated, multidisciplinary strategy aligned with the National Partnership for Action to End Health Disparities. The 2020 strategy focuses on:

Peach State Health Plan Standards 2021 Goals/ Measurement Methods

Ensure services provided are effective, equitable, understandable and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

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| ■ Comprehensive network based on Cultural Needs Assessment Access and Availability Analysis |
| ■ Population Analysis (race, language, ethnicity, demographics) |
| ■ Member Satisfaction via Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey |
| ■ Annually |

Providers, Peach State Health Plan staff, and systems will effectively provide services to people of all cultures, races, ethnic backgrounds, and religions in a manner that recognizes values, affirms, and respects the worth of the individual enrollees and protects and preserves the dignity of each.

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| ■ Comprehensive network based on Cultural Needs Assessment Access and Availability Analysis |
| ■ Population Analysis (race, language, ethnicity, demographics) |
| ■ Member Satisfaction (CAHPS) Survey |
| ■ Cultural Needs Assessment Practitioner Access and Availability Analysis for languages spoken by the network |
| ■ Annually |

Assess the effectiveness of the Cultural Competency Plan through, but not limited to the following measures: Member Satisfaction Survey, Provider Survey and the Access and Availability Audit Process. Peach State Health Plan tracks and trends any issues identified in the evaluation and implements interventions to improve the provision of services.

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| ■ Rating of Health Plan by racial/ethnic respondents |
| ■ Comprehensive network based on Cultural Needs Assessment Access and Availability Analysis |
| ■ Member Satisfaction Survey (CAHPS) racial/ethnic composition and respondents rating of health plan |
| ■ Cultural Needs Assessment Practitioner Access and Availability Analysis for languages spoken by the network |
| ■ Annually |



To achieve the goals, Peach State Health Plan implements the National CLAS standards which are intended to advance health equity, improve quality, and help eliminate health care disparities.

Goal 1: Awareness

Increasing awareness of the significance and impact of health disparities, and the necessary actions to improve health outcomes for marginalized and underserved populations.

- Utilize Snapcom to promote and engage associates in the discussion and understanding of the importance of health disparities, and how Peach State Health Plan associates assist in improving the health outcomes for marginalized and underserved populations.

Goal 2: Leadership

Developing and promoting health equity leadership throughout the organization to address health disparities and promote health equity solutions at all levels.

- Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
- Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

Goal 3: Health System & Life Experience

Improving health and health outcomes for marginalized and underserved populations

- Offer language assistance to individuals who have limited English proficiency and/or other communication needs
- Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
- Provide easy-to-understand print and multimedia materials in the languages commonly used by the membership populations (English & Spanish).

Goal 4: Cultural & Linguistic Competency

Improving cultural and linguistic competency of our diverse workforce that better reflects and can better serve the needs of our customers

- Hire an Early and Periodic Screening, Diagnostic and Treatment (EPSDT) Coordinator with certification in Medical Spanish Translation and Interpretation
- Investigate providing all Helping All Lives through Outreach (HALO) and EPSDT staff with basic healthcare Spanish courses
- Provide annual Cultural Competency training to all associates

Goal 5: Data, Research & Evaluation

Continue to utilize data to help build and optimize solutions for improved outcomes

- Conduct ongoing assessments of the membership to ensure appropriate programs are in place to address member cultural and linguistic needs (Population Health Management Evaluation and Plan)
- Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
- Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
- Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
- Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

Description of Current and Planned Efforts

At least annually, Peach State analyzes key demographic characteristics including race, ethnicity, gender, regional and rural/urban distribution, and disease burden to identify health disparities and to ensure we are addressing the specific needs of our members. The Cultural competency Program collects and incorporates cultural considerations, when available, that include (but are not limited to) the following:

Ethnicity	Physical Abilities and Limitations	Staff demographic information
Age	Spiritual Beliefs and Practices	Practitioner demographic information
Gender	Family Roles	Performance Measure Data
Primary Language	Economic Status	Claims Data
English Proficiency	Literacy	Disease Burden
Sexual Orientation	Physical Abilities and Limitations	

Addressing Health Care Disparities

During CY 2020, Peach State implemented and/or partnered with community providers to address health care disparities. For additional interventions, please refer to Component 5 - Network Adequacy: Health Care Disparities section of this document.

- **Kids' - Doc-On-Wheels** – During 2020, Peach State continued to sponsor Kids' - Doc-On-Wheels a mobile unit that offers comprehensive and preventative pediatric care. Each child registered for the mobile care unit has access to a full physical exam, sick visits, dental care, behavioral health care, allergy care and chronic disease and disorder management, as well as access to the telehealth clinic. In addition to the mobile unit, children who are registered with the unit have access to virtual assessments via the iCare Center kiosks at several schools or virtually.
 - **COVID-19 Health Care Disparities 2020 Initiatives**
 - ▶ **Personal Protective Equipment (PPE)** – As a result of the COVID-19 pandemic many primary care physicians and hospitals across Georgia but specifically in rural areas found themselves in need of PPE and had difficulty locating needed supplies. Peach State Health Plan, through the ORHSI was able to work with Centene, Corp. and supply over \$100,000 worth of PPE to many FQHCs, Phoebe Putney Memorial Hospital and Mercer Clinics.
 - ▶ **Samsung Smart Phones** – Peach State provided several provider groups Samsung mobile devices as a way for them to reach their patients who did not have a smartphone/tablet access for telehealth appointments during COVID-19. The mobile devices supported the ability for patients to avail themselves to Telehealth Apps which provide Virtual Care capabilities like Talking/Texting/Chatting and participating in videoconferencing sessions with doctors, scheduling prescription delivery, enabling access to patient education materials. Centene paid for a 3GB rate plan for a period of 3 months from activation for the consumer. If the consumer wished to continue cell service after the 3 months, they were allowed to keep the phone and assume the payment for the cell service.
- Outcome:** Peach State distributed 550 Samsung Smart Phones to five providers for distribution to their patients.

- ▶ **Walmart Gift Cards** – Peach State provided over 1200 Walmart gift cards (\$35 each) to network providers to distribute to their patients who were in need of supplies for their families during COVID-19.
- ▶ **Amazon Gift Cards** – Peach State provided 225 Amazon gift cards (\$35 each) to network providers to distribute to people in need of supplies for their families during COVID-19.

2020 Initiatives:

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| ■ Update training materials for CCP and make accessible to the Plans' staff and contracted providers. |
| ■ Provision of free language interpretation services and cultural awareness information to providers. |
| ■ Distribution of all member communications including educational materials in English and Spanish. |
| ■ Audit of all Vendor CCP and language assistance capability. |
| ■ Provide ongoing Cultural Competency training to all staff and providers |
| ■ Continue to inform all members and providers of the availability of interpretation services and how to access bilingual interpreter service. |
| ■ Continue to offer free interpretation services to members at points of member contact via telephone, face-to-face, and during doctor's office visit. |
| ■ Enhance precautions for both providers and members and Plan associates due to COVID-19 so that members can get the services needed in a safe environment. |

2021 Proposed Cultural Competency Interventions:

In addition to continuing initiatives in place in 2020, the Plan may implement the below activities to ensure that members receive care that is delivered in a culturally sensitive manner.

■ Overall Education:

- ▶ Develop Centene University with ongoing training for CCP and make accessible to all staff.
- ▶ Develop the provider website to include additional training and education resources.
- ▶ Continue the use of Internal Staff Healthcare Disparities 'call out' using Peach State Health Plan Snap Cons.
- ▶ Utilize Snap Cons function as snap chats which are pop ups that all employees get which continue to pop up until read.

■ Address language:

- ▶ Provide training to at least one outreach staff in American Sign Language.
- ▶ Provide training to all HALO and EPSDT staff with basic healthcare Spanish courses (conversational Spanish).

■ Geographic Area

- ▶ Continue to hold a ‘talk’ session with diabetics in the southwest (who are more non-compliant than other regions) for root cause analysis. (Due to COVID – 19, this initiative will be revisited at a later time for safety precautions)
- ▶ Generate analysis based on member location and provide services that members are the most non-compliant.

■ Gender:

- ▶ Based on data males are less compliant with accessing preventive care as compared to females. Peach State Health Plan will attend male health events in the Atlanta region to educate and provide boys/men with information on the importance of preventive health. (Due to COVID -19, this initiative will be revisited at a later time for safety precautions)
- ▶ Provide comparison of gender and outreach to members based on specific needs according to gender.

2021 Office of Rural Health and Strategic Initiatives Programs

Physician Shortages

The significant shortage of physicians, specifically in Georgia’s underserved areas, is an immense and growing issue. One contributor to the physician shortage is the staggering amount of debt incurred pursuing a medical degree. This debt can discourage future physicians from practicing primary care and focusing on specialties that may yield greater financial return.

The Medical College of Georgia at Augusta University: In an effort to address the primary care physician shortage, Peach State is partnering with The Medical College of Georgia at Augusta University to fund the new accelerated MCG+ program. The program has been developed to recruit, train, and place more primary care physicians in underserved communities around Georgia.

Health Care Disparities

Morehouse School of Medicine – In 2021, Peach State will begin a partnership for Excellence in Health Equity with the Morehouse School of Medicine. The goal is to develop research-supported solutions to address Social Determinants of Health for healthcare equity for underserved communities across Georgia.

In addition to the ORHSI Peach State Health Plan has a Cultural Competency Program that ensures members receive care that is delivered in a culturally and linguistically sensitive manner. The Cultural Competency Program is comprehensive and incorporates all Members, Providers and Plan staff. The Plan recognizes that respecting the diversity of our members has a significant and positive effect on outcomes of care. Peach State adopted the Culturally and Linguistically Appropriate Services (CLAS) Standards as developed by the Department of Health and Human Services, Office of Minority Health, as the official guidelines for providing culturally sensitive services.

Delivery of Care and Services

Peach State has staff available to meet the cultural and linguistic needs of its member populations. These staff members provide culturally sensitive information to members and have the linguistic skills required for meeting the needs of all enrollees. If staff is not available for a non-prevalent language, outside interpretative services are used to meet the need of the individual enrollee. The Plan will implement a new report for the Enrollee Services Department; the report will capture complaints relating to cross-culture issues, which will be referred to the Quality Improvement Department for review, to be addressed appropriately. Peach State educates its providers on the availability of interpretative services as well.

This information is available via www.pshpgeorgia.com and is updated periodically. Peach State monitors the delivery of care and services in relation to the provision of culturally competent services through a comprehensive set of Quality Methods that includes, but is not limited to, Performance Improvement Plans, Medical Record Reviews, Enrollee Satisfaction Surveys and Provider Satisfaction Surveys.

Education and Training

All Peach State Health Plan employees receive cultural competency training as part of their new employee orientation process and existing staff receive training annually as we continuously strive to promote awareness and sensitivity to cultural competency throughout the organization.

The Plan has processes in place to continually evaluate and update our training and education programs for our staff and contracted providers to ensure that we reinforce the importance of approaching our members in a culturally sensitive manner. We also review our policies at least annually and update those as needed to reflect any needed changes in order to meet this goal.

Peach State Health Plan utilizes a tracking system, Centene University, as the repository of training materials for all employees. This includes, but is not limited to member services, case management, and the appeals and grievances staff. All employees are required to complete the cultural competency training annually. The trainings are tracked and monitored through Centene University. The compliance department will notify the supervisor of their staff who fail to complete the training as required. The medical management training team collaborates with key departments to review and update the content annually based on the results of the population assessment, access studies, and other data. The training covers disability, diversity, and culture, which addresses dimensions of diversity, capabilities and disabilities, age, gender, socioeconomic backgrounds, sexual orientation, religion, ethnicity, and race.

All newly credentialed practitioners and providers are invited to participate in orientation that includes comprehensive training regarding cultural competency, sensitivity, and awareness. The network training team tracks the attendees of this training.

Contracted Providers' offices will be responsible for providing cultural competency training for all office personnel and staff.

Peach State Health Plan provides training materials for all network Providers at no cost to the provider. The training material will include ideas to assist providers with how to service the member's health care needs in a culturally competent manner.

Providers can access educational materials through the following website: www.pshpgeorgia.com.

Translation Service

Addressing linguistic and cultural issues requires multi-faceted strategies. Peach States' first contact with the new enrollee begins with the Welcome Letter. The Plan sends mailings in English and Spanish, two of the most prevalent languages in our service network, with a special adage that states that materials are available in other languages or formats if needed. Translations needed in a language or format other than those prevalent in the area are provided based on the individual enrollee's needs. The Plan also utilizes bilingual staff and interpreter phone service to facilitate communication with non-English speakers. The interpreter phone service is a secondary language access service that allows the health plan to communicate with those non-English, non-Spanish, enrollees. Peach State uses the following interpreter phone service vendors listed below:

- Professional Linguistics
- Language Services of America
- Lingua Language Services
- Voiance

Spanish and Burmese languages and cultures are also highly prevalent in Peach States' service area at this time. We ensure our Enrollee Services representatives are able to communicate with the enrollees in English, Spanish, and Creole.

The following websites are available to the Peach State staff and network providers for translation services but are not limited to:

- ▶ U.S. Census Bureau developed an "I Speak" document that has the following statement

- In 38 languages: "Mark this box if you read or speak (language)."

- <http://www.justice.gov/crt/about/cor/Pubs/ISpeakCards.pdf>

- ▶ Online resource that provide an index to more than 6,900 known living languages

- <http://www.ethnologue.com/>

Peach State Health Plan provides language assistance, at no cost, to our members who have limited-English proficiency and/or other communication needs to facilitate their timely access to needed health care and services. The Plan also offers members interpretive services for members who are deaf or hearing impaired. This includes support for any service where the member may have interactions with Peach State Health Plan, including but not limited to member services, utilization management, disease management, case management, and grievance and appeals.

Peach State Health Plan provides oral translation services of information to any member who speaks any non-English language regardless of whether a member speaks a language that meets the threshold of a prevalent non-English language. Peach State notifies its members of the availability of oral interpretation services and to inform them of how to access oral interpretation services. There is no charge to the member for translation services.

Peach State Health Plan staff will access interpreter services for those members/consumers speaking a language other than English. This interpretation service is also available for members when they access covered services. Peach State member services staff or care managers can assist in arranging translation for upcoming appointments or other services. The following describes the various types of translation that is available:

Telephonic Interpreters

Peach State Health Plan offers language translation services through a contracted vendor. The service is available to members, our staff, including member services and case management, and to all participating network practitioners and providers.

Face-to-Face Interpreters

If the member needs face-to-face interpreters for languages other than English, Peach State Health Plan will:

- Place a three-way call with the interpreter service vendor
- Provide the vendor with pertinent information regarding the Member's needs.
- Schedule a time and place for interpreter to meet with the Member.

TTY – Deaf or Hearing Impaired Support

Peach State Health Plan will:

- Contact the Relay Service via three-way calling.
- Provide pertinent information regarding the member's need.
- Schedule time and place for interpreter to meet with the member for their appointment (at least 2 working days prior to the needed appointment)

Evaluation and Assessment

Peach State Health Plans' Quality Improvement Department (QI) implements ongoing initiatives to identify and address disparities in health care. The QI department is charged to identify network gaps related to cultural and or ethnic needs and preferences and provide information to Provider Relations if availability issues are identified. Additionally, QI leads the annual Evaluation efforts of the effectiveness of its Cultural Competency Program.

Results of this evaluation are used to determine the future direction of the Cultural Competency Plan and Program. This evaluation may include results from the Enrollee Satisfaction Surveys, Member Grievances, Member Appeals, Provider feedback, medical record reviews, Performance Improvement Plans, Performance Measures and the Plans' employee surveys.

Quality Improvement tracks and trends any issues, and the number of cross-cultural complaints, grievance or appeal cases identified in the evaluation and implementation of interventions to improve the provision of culturally competent services if needed. Peach State Health Plan will continue to promote cultural competent communication and service delivery throughout our networks.

Acknowledgement and Approval

The annual 2021 Cultural Competency Strategic Plan has been reviewed and approved by the Quality Oversight Committee (on June 26, 2021) and will be presented to the Peach State Health Plan Board of Directors.

A handwritten signature in black ink, appearing to read "Michael D. Strobel", followed by a long horizontal flourish.

Michael D. Strobel MPA, MA, LMHC
Vice President, Quality Improvement
Peach State Health Plan

Date Signed: 06/26/2021