



<b>Policy and Procedure No: QM 118.2</b>		<b>Revision No: 2</b>
<b>Division: Care Management</b>		
<b>Department: Quality Management</b>		
<b>Title: PHP Cultural and Linguistic Competency Training and Education</b>		
<b>Effective Date:</b> 3/1/2008		
<b>Supersedes Policy No:</b> 95007, QM 8.0, MS 123.0, QM 118.1		
<b>Reviewed/Revised by:</b> Sandra Holzner		<b>Review/Revision Date:</b> 12/10/2025
<b>Approving Committee:</b> Quality Management Committee		<b>Date:</b> 12/11/2025
<b>Executive Oversight Committee Date:</b> 12/16/2025		

#### **Purpose:**

To provide effective training and education specific to cultural and linguistic competency for PHP California (PHP California) staff to ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery. The Cultural and Linguistic Competency Training and Education program's principles and activities of culturally and linguistically appropriate services are integrated throughout the organization and undertaken in partnership with the communities being served.

#### **Policy:**

1. The Health Plan's training and education program is based on the National Standards on Culturally and Linguistically Appropriate Services (CLAS).
2. The Program:
  - a. Educates providers and staff on best practices for providing culturally and linguistically appropriate care to Plan members and HCC clients and patients.
  - b. Educates providers and staff on the importance of cultural competence to clinical practice.
  - c. Provides strategies for effectively communicating with persons in the plan population.

#### **Procedure:**

1. The Director of Health Education (or designee) participates in relevant training seminars, conference calls, and events to ensure knowledge of best practices and regulations.
2. The Director of Health Education Manager monitors changes in laws and instructions from Centers for Medicare & Medicaid Services (CMS) and other state and federal agencies. Training programs are revised as needed.
3. The Director of Health Education oversees the development and implementation of training materials.
4. Employees are identified and assigned to complete cultural and linguistic training modules annually.
5. Human Resources (HR) documents completion of training.
6. HR retains evidence of individual completion of training modules.
7. The Provider Relations Manager collects and retains evidence of trainings completed at the provider orientation.

**Definitions:**

1. Culture: the set of beliefs, values, customs, and language of different groups of people
2. Cultural Competency: having the knowledge, attitude, awareness and skills to work with people from different cultures. This includes but is not limited to effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.
3. Linguistic Competency: having the capacity to communicate effectively and convey information in a manner that is easily understood by diverse audiences including persons of limited English proficiency, those who have low literacy skills or are not literate, individuals with disabilities, and those who are deaf or hard of hearing.

**Monitoring:**

1. The Director of Health Education in collaboration with the Compliance Department measures compliance for employees that complete Cultural Competency training annually.
2. This policy is updated, as necessary, reviewed and approved annually by the Quality Management Committee.