

n05763

## Cultural Competency/Interpreter Education Provider Policy and Procedure

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### *Values*

Accountability • Integrity • Service Excellence • Innovation • Collaboration

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#### **Abstract Purpose:**

The purpose of this policy is to establish a defined process for CMS requirements related to Cultural Competency Training and training on the use of interpreters for ALL Network Health Providers/Groups.

#### **Policy Detail:**

Network Health will ensure our providers/groups meet the unique and diverse needs of all members.

All Network Health providers/groups are required to complete annual Cultural Competency training, per the Centers for Medicare and Medicaid Services (CMS), and Network Health is required to display this data in our provider directory and Find A Doctor/Facility online tool.

- a. With the completion and implementation of this training, providers/groups will be positioned to provide more effective care delivery to enrollees and decrease health disparities.
- b. Providers/groups are required to complete the Cultural Competency training through the Department of Health & Human Services (HHS Think Cultural Health) or another Cultural Competency training.

Upon completion of the annual training, proof of completion of such training should be kept on file by each provider/group for a period of ten years and shall be provided upon request to Network Health at any given time.

#### **Process Detail:**

Network Health has added this requirement to our initial Credentialing and Recredentialing application attestations as well as to the provider portal for annual attestation to support validation of completion of said training from our providers and provider groups. Network Health also requests this information from delegated entities it contracts with and said data is to be shared within delegated groups rosters submitted to Network Health on a quarterly basis or accessed via the attestation on the provider portal.

#### Interpretation Requirement/Education/Training

Regulations require all covered health care programs and providers to take “reasonable steps to provide meaningful access to each individual with limited English proficiency eligible to be

served or likely to be encountered in its health programs and activities. Required language assistance services must be free to patients, accurate and timely, protect patient confidentiality, and be provided by qualified interpreters. CMS requirements for interpreter services include:

- a. All required language assistance services must be free.
- b. Services must be provided by qualified translators and interpreters.
- c. Interpreters must meet specified qualifications and ideally be certified.

CMS policy permits reimbursement at the standard 50% federal matching rate for translation/interpretation activities, however, these activities must not be included and paid for as part of the rate for direct services.

<b>Origination Date:</b> 7/19/2024	<b>Approval Date:</b> 7/10/2025	<b>Next Review Date:</b> 7/1/2026
<b>Regulatory Body:</b> CMS, NCQA	<b>Approving Committee:</b> Credentialing Committee	<b>Policy Entity:</b> NHP
<b>Policy Owner:</b> Andrea Albright	<b>Department of Ownership:</b> Credentialing	<b>Revision Number:</b> 3
<b>Revision Reason:</b> 8/1/2024: New policy for updated/new regulatory requirements. Approved today at Credentials Committee. 6/2025-updated to include verbiage about any cultural competency training		