

Provider Update

Assess and Strengthen Your Cultural Competency: Training Available September 1

Summary: Visit our provider website on or after September 1, 2012, and take our Cultural Competency Training for providers.

✦ **What this means to you:** We strongly encourage you and your staff to take this computer-based training to assess and strengthen your cultural competency to better serve our members.

Why is this training important to health care providers?

The perception of illnesses, diseases and their causes varies by culture. Culture and socioeconomic concerns influence help-seeking behaviors and attitudes toward health care providers and services. When patients increase their understanding of symptoms and compliance with treatment plans and follow-up activities, providers may also experience increased:

- Job satisfaction from seeing better quality of life and health for patients
- Potential for higher quality scores
- Potential for financial rewards from managed care organizations' quality incentive programs

How do I access the online training?

To take our training, log on to providers.amerigroup.com and go to Tools → Help & Reference → Tutorials & Training.

What resources and tools are available to help providers to better serve culturally diverse patients?

We are committed to recognizing and proactively responding to disparities in the provision of health care services. We provide a variety of resources to help you communicate with all of our members:

- Interpreter services (see your provider manual for market-specific services)
- Materials available in several languages upon request
- Culturally diverse providers and staff who speak a variety of languages
- TTY relay telephone service for members who are deaf or hard of hearing

For more information about services for a member, refer to your provider manual or contact your Provider Relations representative.

What if I need further assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, call Provider Services at the toll-free phone numbers below:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589

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