New Cultural Competency Toolkit Now Available
Valuable Resource on Cultural Differences Enhanced and Updated

This provider bulletin is an update about information in UniCare’s Medicaid Business Provider Operations Manual (Manual). For access to the latest Manual, go online to www.unicare.com.

Diverse cultural backgrounds of patients may present frequent challenges in their receipt of quality health care. Health care providers need a practical set of tools that will enable them to become culturally aware and proficient to help provide a positive, rewarding and quality care experience to patients.

UniCare Health Plan of West Virginia offers a cultural competency toolkit containing information, tips and resources regarding language, interpreter services, cross-cultural issues and more. Included are:

- Encounter tips for providers and their staff
- Help in identifying literacy problems
- An interview guide for hiring clinical staff
- Tips for locating and working with interpreters
- Common signs and common sentences in many languages
- Language identification flashcards
- A sample employee language skills self-assessment tool to help you evaluate the language skills of your staff

What’s New?

In addition to updating resource links and enhancing existing information, the toolkit—Caring for Diverse Populations—now includes information on a new cultural competency training, Medical Consumerism, that is available to all of our providers.

Interpreter Services

Providers should always discourage our members from using friends and family members—especially children—as interpreters. Multi-lingual staff also should self-assess their non-English language speaking and comprehension skills prior to interpreting on the job. The current recommended employee language skills self-assessment tool is available on our website.

For those instances when you cannot communicate with a member due to language barriers, interpreter services are available at no cost to you or the member. Face-to-face interpreters for members needing language assistance, including American Sign Language, are available by placing a request at least 72 hours in advance. A 24 hour cancellation notice is required.
To request interpreter services, call the Customer Care Center at 1-800-782-0095.
After hours, please call MedCall, the 24/7 nurse line, at 1-888-850-1108.

**Interpreter Services Desktop Reference**

Our Interpreter Services Desktop Reference tool is an excellent resource for communicating with patients with limited English skills. This simple guide also contains tips on working with interpreters and contact information to request free interpreter services for our members.

**Help Us Keep Your Profile Current**

Please send us your completed employee language skills self-assessment form reflecting any changes in the demographics of your office staff. This allows us to current on languages spoken in your office, which makes it easier for patients to find up-to-date information on you in our network directories. Please fax the completed form to Database Management Services at 1-877-608-6752. You can also send the completed form as an email attachment to ssbdatamanagementservices@wellpoint.com.

**How to Locate Cultural Competency Resources**

To locate the Cultural Competency Toolkit:

2. Under the heading Resources for: on the lower left, click the link State Sponsored Plan providers.
3. Under the heading State Sponsored Plans, select West Virginia - Medicaid Managed Care.
4. Under the heading Health Education, select from the following:
   - For the Cultural Competency Toolkit: Select Caring for Diverse Populations.
   - For the language skills self-assessment tool: Select Employee Language Skills Self-Assessment Tool.
   - For information about our free Interpreter Services: Select Interpreter Services.
   - For the Interpreter Services Desktop Reference: Select Interpreter Services.

**For More Information**

Contact your local health plan representative.