

Cultural competency for healthcare providers training attestation

Highmark Blue Cross Blue Shield of Western New York partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this information is specific to the MMC and CHPlus programs only.

Providers and their staff are expected to receive training to increase their knowledge in cultural competency to improve communications with patients. New York State Department of Health requires that all Medicaid providers participate in cultural competency training on an annual basis (New York State Medicaid Managed Care Model Contract, Section 15.c). The training is online, free, and offers several provider specific programs: <https://thinkculturalhealth.hhs.gov/education>

Participating providers must certify, on an annual basis, that all participating providers' staff who have regular and substantial contact with Medicaid enrollees have completed state-approved cultural competence training curriculum, including training on the use of interpreters. The state will provide cultural competence training materials to the contractor and providers upon request.

This year's attestation is to be completed virtually no later than October 1, 2023, using the following link: <https://chkmkt.com/AGPWNYPublicCompetencyAttestation>

Attestation

By completing the virtual form you are certifying that all providers enrolled with Highmark Blue Cross Blue Shield of Western New York for Medicaid services are covered under this attestation and have participated in a state-approved training on the topic of cultural competency within the last 12 months. Each individual understands the content of the training and agrees to abide by all applicable policies and procedures.



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To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (bit.ly/NYwesternmp).



<https://providerpublic.mybcbswny.com>

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