

PROVIDER BULLETIN

PROVIDER INFORMATION



January 4, 2021

Annual Cultural Competency Training Requirement

Minnesota continues to be promoted as one of the healthiest states in the nation, but not all Minnesotans have the same opportunities to achieve good health. An important way to help is to improve our cultural competency awareness — the ability to understand, communicate with and effectively interact with people across different cultures.

To that end, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) requires that all contracted provider organizations complete an annual Cultural Competency Training. This data will be used in compliance with our Minnesota Health Care Program contracts with the Minnesota Department of Health which require that health plans must indicate in their provider directory whether a provider has completed Cultural Competency training.

To assist you in meeting this requirement, Blue Cross offers free of charge cultural competency training available on Availity.com.

1. Log in to the Availity portal at Availity.com
2. Select Payer spaces from the top navigation
3. Select BlueCross BlueShield Minnesota health plan from the Payer spaces menu
4. Select Access BCBSMN Learning and Development from the Resources tab
5. From the Training Opportunities dashboard, search for “Physician’s Cultural Competency” course or navigate to it through Filters on the left

Additional Cultural Competency Training can be found on our Cultural competency web page located at:

<https://www.bluecrossmn.com/providers/education-center/cultural-competency-training-and-resources>

Includes links to such things as Cultural Care Connection, My Diverse Patients site and Think Cultural Health site.

Once your organization has completed this training or if your organization already has completed other similar training, please place a checkmark next to the statement below and provide the identification information requested, so that the training can be appropriately reflected in the Blue Cross provider directory. Please return a copy of this Bulletin via fax to 651-662-6684 or send a scan of the Bulletin to Provider.Data@bluecrossmn.com.

Have the staff in your office completed cultural competency training in the past 12 months?

Yes ___ No ___ If you answered ‘yes’, please provide month/year: _____

Legal Clinic Name _____

DBA Name _____

NPI _____

Tax ID _____

Address(s) of the location(s) that have completed the training (*This is especially important if several locations share the same NPI but not all locations have had the training*)