

PROVIDER BULLETIN

PROVIDER INFORMATION



August 1, 2018

New Requirements for Medicare and Medicaid Providers

In accordance with Medicare requirements, Blue Cross and Blue Shield of Minnesota and Blue Plus (Blue Cross) is required to maintain accurate provider network directories for the benefit of our Subscribers. Section 438.10 of the Managed Care Federal Regulation issued on May 6, 2016, requires that providers who provide health care services to Minnesota Health Care Programs (MHCP) members enrolled in a Managed Care Organization (MCO) must annually confirm compliance with the requirement of cultural competency training and accessibility for people with disabilities.

Blue Cross is hereby reminding all providers of their obligation to promptly complete an annual Blue Cross Provider Directory Questionnaire for all their provider locations for Cultural Competency Training and Accessibility.

Blue Cross website form location:

https://www.bluecrossmn.com/healthy/public/portalcomponents/PublicContentServlet?contentId=P11GA_16889196

As indicated on the form, return completed form using one of these methods:

Email (preferred method): Provider.Data@bluecrossmn.com

Mail: BCBSMN PDO R316, PO Box 64560, St Paul, MN 55164-0560

Cultural and linguistic competence is the ability of managed care organizations and the providers within their network to provide care to recipients with diverse values, beliefs and behaviors, and to tailor the delivery of care to meet recipients' social, cultural, and linguistic needs. The goal is a health care delivery system and workforce that can deliver the highest quality of care to every patient, regardless of race, ethnicity, cultural background, language proficiency, literacy, age, gender, sexual orientation, disability, religion, or socioeconomic status.

The following resources are available:

1. US Department of Health and Human Services (DHHS)

National Standards for Culturally and Linguistically Appropriate Services (CLAS)

<https://www.thinkculturalhealth.hhs.gov/assets/pdfs/EnhancedNationalCLASStandards.pdf>

2. Georgetown University National Center for Cultural Competence

<https://nccc.georgetown.edu/>

Online self-assessment and educational activity

<https://www.clchpa.org/>

3. The Joint Commission

Cultural Competence Roadmap for Hospitals

Advancing Effective Communication, Cultural Competence, and Patient- and Family-Centered Care

<https://www.jointcommission.org/assets/1/6/ARoadmapforHospitalsfinalversion727.pdf>

4. Minnesota Department of Health (MDH)

Cultural Competence information and training

<http://www.health.state.mn.us/divs/idepc/refugee/topics/cultcomp.html>

Questions?

If you have questions regarding this form, please contact provider services at **(651) 662-5200** or **1-800-262-0820**