



## Cultural Competency

### FAQ | Resources

*Equitable Healthcare for All*

#### Overview:

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 ultimate 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.

Section 438.10 of the Managed Care Federal Regulation requires providers who provide health care services to Minnesota Health Care Programs (MHCP) members enrolled in a Managed Care Organization (MCO) must confirm compliance with the requirement of cultural competency training and accessibility for people with disabilities.

#### Requirements:

- Identify and complete cultural competency training with your clinic annually.
- Have one clinic representative complete Fulcrum's [Cultural Competency form](#) for each clinic site.
- Log onto [fulcrumproviderportal.com](https://fulcrumproviderportal.com) > **Demographic Updates** and validate that handicap accessibility, language(s) spoken, specialties (and any other demographic information) is accurate; submit updates if there are changes from what we have listed.

#### Training Resources:

Fulcrum/DHS does not require completion of a specific training course, it is up to the clinic to determine the most appropriate option for you/your staff. Below are a few recommendations that you may choose to utilize:

- Think Cultural Health – Practical Guide to Culturally Competent Care: [Physician's Site \(hhs.gov\)](https://www.hhs.gov/physician/cultural-competency/)
- CMS [Achieving Health Equity](#)
- [Social Determinants of Health | Professional Education Hub](#)
- [StanfordOnline: Unconscious Bias in Medicine | edX](#)

#### Frequently Asked Questions (FAQs):

- 1) Are we required to submit proof of training?

Last Revision: 4/1/2025



- No. Please retain proof of training internally. Fulcrum will collect and maintain Culturally Competency form submissions; however, we are not intaking proof of training or certificates at this time.
- 2) Should training and form submission be completed at the clinic or provider level.
  - Clinic. Training should be completed at the clinic/site level; Cultural Competency form submissions are required for each site/location.
- 3) Do the training requirements apply to all providers that are in network with Fulcrum or is it limited to only those in Minnesota?
  - Required for all clinics serving MN Medicaid/Dual business; cultural competency training and form submission is best practice for all states.
- 4) How do we make updates to cultural and linguistic information that is not listed on the form, such as accessibility, language, and other provider demographic information.
  - Updates should be made on [fulcrumproviderportal.com](https://fulcrumproviderportal.com) > **Demographic Updates**. This information should be validated and maintained for all providers regardless of geographic location.

#### Additional Learning Resources:

- U.S. Department of Health and Human Service, The Nation CLAS Standards: [CLAS Standards - Think Cultural Health \(hhs.gov\)](https://www.hhs.gov/healthcare/2016/05/16/clinician-standards-culturally-competent)
- CMS General: [Web-Based Training | CMS](#)
- [Course Menu | Introduction to Language Access Plans \(cms.gov\)](#)
- National Center for Cultural Competence: [NCCC | home \(georgetown.edu\)](https://nccc.georgetown.edu/)
- [Primary Care Self-Assessment Checklist \(georgetown.edu\)](#)
- U.S. Department of Health and Human Service, The Nation CLAS Standards: [CLAS Standards - Think Cultural Health \(hhs.gov\)](https://www.hhs.gov/healthcare/2016/05/16/clinician-standards-culturally-competent)
- [Resource Library - Think Cultural Health \(hhs.gov\)](#)
- [New Resources to Improve Physical Accessibility for People with Disabilities | Guidance Portal](#)
- [National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care: A Blueprint for Advancing and Sustaining CLAS Policy and Practice \(hhs.gov\)](#)
- [Cultural Competence in the Care of LGBTQ Patients](#)
- Minnesota Immigration Compass- [By immigrant group | MN Compass](#)
- [Culture, Language, and Health Literacy | HRSA](#)
- [Modernizing Health Care to Improve Physical Accessibility: A Primer for Providers \(cms.gov\): https://www.cms.gov/files/document/cmsmodernizinghealthcare.pdf](#)
- [Cultural Awareness in Healthcare: A Checklist \(qualityinteractions.com\)](#)
- [Cultural Competence: The Ultimate Guide to Cultural Proficiency \[2023 DEI Resources\] | Diversity for Social Impact](#)



- [How to Improve Cultural Competence in Health Care \(tulane.edu\)](https://tulane.edu)
- [Cultural Awareness in Healthcare: A Checklist \(qualityinteractions.com\)](https://qualityinteractions.com)