

Section 4

Cultural Competency

CMS requires Health Choice Generations to make certain its providers ensure that all services, both clinical and non-clinical, are provided in a culturally competent manner and are accessible to all members, including those with limited English proficiency, limited reading skills, hearing incapacity, or those with diverse cultural and ethnic backgrounds.

Examples of how an MA organization can meet these accessibility requirements include provision of translator services, interpreter services, teletypewriters or TTY connections.

Refer to Chapter 4 Cultural Competency of the Provider Manual