

**Minnesota Medical Assistance (Medicaid) Provider Information:
Americans with Disabilities Act and Cultural Competency Training
Annual Mailer Frequently Asked Questions (FAQ)**

Minnesota Department of Human Services (MN DHS) Provider Directory Requirements:

- Cultural Competency Training, as defined by the Centers for Medicare and Medicaid Services (CMS), is additional instructions for Medica’s network health care providers that helps them better understand each member’s background, values, and beliefs and adapt services to meet their social, cultural, and language needs. MN DHS requires that each Medicaid provider listing must indicate, at the **facility** level for network provider sites listed in the directory, if that provider site ever completed cultural competency training that includes any of the topics: cultural awareness, cultural safety and/or cultural competence.
- Cultural Capabilities/Specialties, as defined by Minnesota Department of Human Services (MN DHS) in their [Provider Directory Guidelines](#), include:
 - cultural awareness
 - cultural safety
 - cultural competence
- Americans with Disabilities Act (ADA) Accessibility. The ADA became federal law in 1990. The ADA is a civil rights law that prohibits discrimination against individuals with disabilities in all areas of public life, including jobs, schools, transportation, and all public and private places that are open to the general public. The purpose of the law is to make sure that people with disabilities have the same rights and opportunities as everyone else. The ADA gives civil rights protections to individuals with disabilities similar to those provided to individuals on the basis of race, color, sex, national origin, age, and religion. MN DHS requires that each provider listing indicate, at the **facility** level, what specific accommodations for individuals with physical disabilities are available at that provider site. MCO must use text to indicate whether **each** of the following are ADA Accessible:
 - office
 - exam room
 - equipment

Frequently Asked Questions from providers:

- **Q:** Is the cultural competency training done at the site or practitioner level?
A: To meet the MN DHS requirement for providers of Medicaid covered services, the listing information must reflect training conducted at the site level.
- **Q:** What if an individual practitioner that practices at a site completed cultural competency training on their own but not at the site where they practice?
A: If the facility did not conduct cultural competency training, then the accurate response to the mailer is “No.”
- **Q:** What if a site conducted cultural competency training and 5 out of 10 practitioners that practice at that site attended the training but 5 did not?
A: Since the facility conducted the cultural competency training, the accurate response to the mailer is “Yes.”

**Minnesota Medical Assistance (Medicaid) Provider Information:
Americans with Disabilities Act and Cultural Competency Training
Annual Mailer Frequently Asked Questions (FAQ)**

- **Q:** Did the site need to conduct the cultural competency training within a specified timeframe (e.g., within the past 12 months)?
A: No, as long as the site has record of a previously conducted cultural competency training then there is no specified timeframe.
- **Q:** How do I know what cultural capabilities/specialties my site offers?
A: If your site ever conducted cultural competency training that was attended by at least one practitioner who currently accepts new Medicaid patients then your site automatically offers cultural competence. Medica providers have full discretion to interpret cultural awareness and cultural safety based on factors they determine important.
- **Q:** Does Medica or MN DHS have a recommendation for cultural competency training?
A: MN DHS does not have a recommendation for cultural competency training, but CMS recommends a practitioner training at: <https://cccm.thinkculturalhealth.hhs.gov/>
- **Q:** What are the consequences to an answer of “No?”
A: An answer of “No” simply is displayed in the provider directory; there are no additional consequences. There is no impact to a credentialed provider’s eligibility as a network provider or to the provider’s properly submitted claims.
- **Q:** What are the consequences to no response at all?
A: This provider information is a requirement reflected in both CFR 438.10(h) and the MN DHS published Provider Directory Guidelines; therefore, failure to provide any response does risk non-compliance with a regulatory requirement. Please refer to your Medica provider agreement for specific consequences.
- **Q:** When is this due?
A: November 3, 2023