

## Provider Directory and Subdirectory Questionnaire

### Purpose:

Confirm compliance with the requirements of cultural competency training and accessibility for people with disabilities.

You may receive multiple letters if you have more than one location or specialty combination.

### Resources:

[Medica.com > For Providers > View Trainings > Cultural Competency](#)

### Summary of Actions Required:

Please respond for each office location **no later than *November 3, 2023***, using one of three options.

1. Online (*preferred method*): access Medica.com > Providers > Electronic Transactions > Provider Demographic update Online Tool ([PDOT](#))

Or

2. Email: scan completed and signed form and email to [ADA-CC@medica.com](mailto:ADA-CC@medica.com)

Or

3. Mail: Medica Health Plans  
Attn: ADA Compliance  
Mail Route CP425  
PO Box 9310  
Minneapolis MN 55440-9310

Please direct your questions to the Medica Service Center at 1-800-458-5512.

Medica has auto-populated your location information with what is currently in our system. If there are discrepancies with the data please access Medica.com > Providers > Electronic Transactions > Provider Demographic update Online Tool ([PDOT](#)) to submit changes.

Clinic/Facility Name:  
Clinic Location Address:  
City, State Zip Code:  
Directory Phone Number:  
NPI Number:  
Website URL:

**Cultural Competency:**

Cultural and linguistic competency is the ability to tailor the delivery of care to meet each individual’s social, cultural, and linguistic needs. Cultural Competency Training, as defined by the Centers for Medicare and Medicaid Services (CMS) means additional instructions for health care providers to help them better understand their patients’ backgrounds, values, and beliefs, and tailor the delivery of care to meet their social, cultural, and linguistic needs.

Have the staff in your office completed cultural competency training? Yes  No

**Accessibility:**

The following provider types do not need to complete the accessibility portion of this questionnaire:

- Home Health
- Personal Care Assistance (PCA)
- Nursing Homes
- Home and Community Based Services (HCBS)
- Transportation

The Americans with Disabilities Act (ADA) requires medical care services and facilities to accommodate persons with disabilities and ensure that they have equal access to health care services.

For example, the ADA requires medical services and facilities to make reasonable changes in their policies, practices, and procedures; to provide communication aids and services; and to remove physical barriers to access when it is readily achievable to do so. For more information please access: <https://www.ada.gov/> .

Does your office comply with The Americans with Disabilities Act (ADA)? Yes  No

Please provide a contact name and phone number in case of questions on the responses to this questionnaire:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Phone Number