

## Provider Directory and Subdirectory Questionnaire

### Purpose:

Section 438.10 of the Managed Care Federal Regulation issued on November 13, 2020, requires providers who provide health care services to Minnesota Health Care Programs (MHCP) members enrolled in a Managed Care Organization (MCO) must include a provider's cultural and linguistic capabilities 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 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.

Have the staff in your office completed Cultural Competency Training? Yes  No

**Cultural Capabilities/Specialties:**

Cultural capabilities/specialties include cultural awareness, cultural safety and cultural competence offered by health care providers to better adapt and serve members' backgrounds, values, and beliefs to meet social, cultural, and language needs.

Do any staff in your office possess the following cultural capabilities (select all that apply)?

Cultural Awareness   
Cultural Safety   
Cultural Competence  (Always select if you answered Yes to Cultural Competency Training)

**Accessibility:**

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

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

The Americans with Disabilities Act (ADA) requires public accommodations to take steps to ensure that persons with disabilities have equal access to their goods and services.

For example, the ADA requires public accommodations 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/>.

Is your office, parking, entry ways, and other relevant space, accessible by people with disabilities? Yes  No   
Are your office exam rooms accessible by people with disabilities? Yes  No   
Does your office have equipment accessible by people with disabilities? Yes  No

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

Signature \_\_\_\_\_ Date \_\_\_\_\_  
Print Name \_\_\_\_\_ Phone Number \_\_\_\_\_