



## Memorandum

**To:** Medicaid Managed Care Behavioral Health Network Providers

**Date:** July 12, 2019

**Re:** State-approved Curriculum for Cultural and Linguistic Competence

---

The NYS Office of Mental Health (OMH), the Office of Alcoholism and Substance Abuse Services (OASAS), and the Department of Health (DOH) direct Medicaid Managed Care Organizations (MMCO) and their provider networks to demonstrate cultural competence, per the Medicaid Managed Care (MMC) Model Contract, Section 15.10(c):

“The Contractor shall ensure the cultural competence of its provider network by requiring Participating Providers to certify, on an annual basis, completion of State-approved cultural competence training curriculum, including training on the use of interpreters, for all Participating Providers’ staff who have regular and substantial contact with Enrollees. The State will provide cultural competence training materials to the Contractor and providers upon request.”

Either option 1 or 2, as described below, will satisfy the cultural competence training requirement for MMCOs and their behavioral health provider network.

### State-approved cultural competence trainings include:

1. Two Uniform Network Provider Training modules found on The Center for Practice Innovations (CPI) platform, see links and instructions on Page 2.
  - a. “Network Provider Training Part 1: Cultural Competence”; and,
  - b. “Network Provider Training Part 2.1: Using the Cultural Formulation Interview”.
2. OASAS-approved training, see link and instructions on Page 2.

## Links and Instructions

### 1. Center for Practice Innovations (CPI):

Completion of the required modules satisfies the cultural competency training requirement as outlined in the MMC Model Contract. If providers choose to complete all trainings in Network Provider Training Parts 1 and 2.1, continuing education credits are available.

- Providers may access these training modules on the [CPI learning community](#) by clicking on the Uniform Network Provider Training.
- If a provider does not have access to the CPI learning community they may fill out the [enrollment form](#) for the network provider training on the CPI website.

Network providers are encouraged to review the CPI Learning Management System and participate in the other optional training modules that are part of the Uniform Network Provider Training as well. These modules were developed by identifying areas of priority by MMCOs and NYS. Additional information can be found [here](#).

### 2. OASAS approved trainings:

Completion of an OASAS approved training satisfies the cultural competency training requirement as outlined in the MMC Model Contract. Providers should retain a copy of the certificate and have it readily available upon request from the MMCO.

- Providers may access a list of OASAS approved trainers by visiting the following [link](#) and clicking the “Cultural Competency” tab located on the left. Providers may reach out to directly to enquire about training opportunities, and/or to schedule a training.

Questions regarding State-approved curriculum for cultural and linguistic competence can be sent to [OMH-Managed-Care@omh.ny.gov](mailto:OMH-Managed-Care@omh.ny.gov).