Office of Mental Health
Office of Addiction Services and Supports
Department of Health

MEMORANDUM

TO: Medicaid Managed Care Behavioral Health Network Providers

FROM: The New York State Office of Mental Health, Office of Addiction Services and Supports, and Department of Health

DATE: April 15, 2026

SUBJECT: State-Approved Curriculum for Cultural and Linguistic Competence for Behavioral Health Providers

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The New York State (NYS) Office of Mental Health (OMH), Office of Addiction Services and Supports (OASAS), and Department of Health (DOH) direct Medicaid Managed Care Organizations (MMCOs) and their provider networks to demonstrate cultural competence, per the Medicaid Managed Care (MMC)/Family Health Plus/HIV Special Needs Plan/Health and Recovery Plan Model Contract (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."*

State-approved cultural competence trainings for behavioral health providers include:

1. Two modules found on The Center for Practice Innovations (CPI) platform, see links and instructions on Page 2.
    a. Cultural Competence Curriculum; and,
    b. Using the Cultural Formulation Interview (CFI) module.
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. Providers who complete the "Using the Cultural Formulation Interview" module are eligible for continuing education credits.

- Providers can access these training modules through the CPI learning community.
- If a provider's program does not currently have access to the CPI learning community, the program manager may complete a brief application to request access to training modules.

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 NYS OASAS Training Catalog and clicking the "Cultural Competency" tab located on the left. Providers may reach out directly to enquire about training opportunities, and/or to schedule a training.

Language Access and Working with Interpreters

To support the requirement that staff receive training on the use of interpreters, providers may access the following state resources on best practices:

- OASAS: Learning Thursdays – Language Access Overview
- OMH: Language Access Services Contact Information
- NYS Office of General Services (OGS): Language Access Resources

Questions regarding State-approved curriculum for cultural and linguistic competence can be sent to:

- For OMH providers: OMH-Managed-Care@omh.ny.gov
- For OASAS providers: PICM@oasas.ny.gov
- For DOH providers: OMCmail@health.ny.gov