

CULTURAL COMPETENCY & LINGUISTIC

PLAN

PURPOSE: The purpose of this plan is to ensure that Friday Health Plans is providing culturally appropriate and sensitive service to its members and that our contracted providers are providing that same service. We are also committed to actively seeking out providers that are culturally competent and to practicing cultural competency at our company with our own employees.

Friday Health Plans will maintain a written Cultural Competency and Linguistic Plan that describes how the linguistic and cultural needs of our members are met. We will effectively provide services to recipients of all cultures, age, races, gender, sexual orientation, intellectual and physical levels, socio economic status, languages, ethnic backgrounds, spiritual beliefs and religions in a manner that recognizes, values, affirms, and respects the worth of the individuals and protects and preserves the dignity of each person. Friday Health Plans also adheres to the equal employment opportunity policy and non-discrimination practices when dealing with its employees.

PROCEDURE: Friday Health Plans plan is implemented by the following practices.

I. Cultural Competency and Linguistic Plan

Introduction:

Cultural competence is an integral part of Friday Health Plans. Those employed by Friday Health Plans who are in direct contact with members will demonstrate the following:

- Recognize, value, affirm and respect the worth of each member and protect their dignity
- Utilize appropriate resources to ensure linguistic needs of the members are met
- Utilize culture-specific information provided in training and marketing materials to assist in determining the cause of culture-based issues and miscommunication and to resolve them

Friday Health Plan knows that it takes people from all walks of life to make this country the leader that it is. Friday Health Plans is dedicated to serving the following populations as it relates to community diversity:

- Native American
- Hispanic/Latino
- Black/African American
- Asian-Pacific Islander American
- LGBTQ+
- Senior Adults (Aging Population)
- Homeless Population
- People living with Disabilities
- Refugee and Asylee Population
- Low Socio-economic status

FHP ensures non-discriminatory and respectful services to members by employing both internal and external cultural competency practices. Evidence of these efforts is shown through ongoing improvement and widespread dissemination of culturally appropriate services and care.

All employees, providers, and members will have access to the FHP Cultural Competency and Linguistic Plan, as the essential plan elements are included in employee materials and on our website www.fridayhealthplans.com. It is also available separately upon request.

II. Internal Cultural Competency and Linguistic Practices

1. FHP seeks staff members that are committed to their community, represent a variety of cultural backgrounds, and are capable of communicating in cross-cultural situations.
2. FHP hires and retains a cultural, generational, physical and mental, and sexually diverse, highly competent staff that is representative of the members we serve.
3. FHP is committed to developing and providing comprehensive cultural competency education and training for our Provider Relations Staff so that they are equipped to speak with our provider partners about our diverse membership and how to best serve them.
4. FHP Employees are notified of their responsibilities pertaining to delivering culturally competent care and may obtain a copy of the Cultural Competency and Linguistic Plan on the website: www.fridayhealthplans.com.

III. External Cultural Competency and Linguistic Practices

1. Ensuring that culturally competent care is delivered to all FHP members by partnering with providers that understand and appreciate the socioeconomic and cultural challenges that our members face in addition to their complex medical needs.
2. Offering \$0 copays for PCP and Mental Health Visits. Often the populations of focus need and will utilize these services the most because they are the most basic. The very nature of Mental Health visits calls for providers and staff to be sensitive to cultural and linguistic differences.
3. Providing language assistance services to members with Limited-English proficiency and/or impaired hearing at no cost to the member or provider.
4. Identifying providers who meet members' ethnic, cultural and linguistic needs in various ways:
 - a. During the recruitment and contracting process. Language capabilities and provider office location access is identified during the credentialing process.
 - b. During provider educating and servicing. As the FHP Contracting and Provider Relations team is meeting with providers, discussion regarding the provider's cultural and linguistic capabilities is further established.
 - c. Annual self-reported surveys. A voluntary survey sent to contracted providers to ensure all capabilities that a contracted provider may offer are captured to address member needs.
 - d. Aspects of the cultural and linguistic capabilities including but not limited to languages, are captured by FHP to assist members as needed. Languages spoken in a provider's office is listed in the FHP online provider directory.
5. Analyzing member data, including enrollment and customer service reports, to determine FHP member cultural and linguistic needs. Identify providers that provide those needs and recruit them to join the FHP provider network. If identified providers choose not to join FHP's provider network Friday Health Plans will continue to recruit those providers annually to provide additional access to members.
6. Committing to develop and provide a comprehensive cultural competency training for our provider partners so that they can serve our members in the best way possible.
7. Ensuring that member materials are available in all member languages of preference and that these materials are easily understood.
8. Committing to develop collaborative relationships with organizations (both provider and patient) in the communities we serve to address the health beliefs and needs of aging, ethnic, sexual, physically and mentally challenged, and cultural populations.
9. Committing to garnering feedback from members and community-based organizations regarding the cultural appropriateness of member materials and programs.

IV. Cultural and Linguistic Provider Education Provided by Friday Health Plans

Friday Health Plans provides education to its provider partners in the following ways to ensure that they are serving our members in the most sensitive way that they can. The FHP Provider Manual contains information about Cultural Competency and Linguistics. The Provider Manual is on our website and is always easily accessible to our provider partners. It is under the Provider Tools section of our website.

1. Our potential provider partners are informed during the Contracting Process before they are credentialed that they are to adhere to the Provider Manual as long as they are contracted with our plan. This verbiage is also listed in directly in the contracts that they sign. The Provider Manual contains information about Cultural Competency and Linguistics.
2. After the contracts are fully executed, we email or mail a Provider Orientation Presentation to our provider partners. We also go over this presentation in person with the providers when we perform physical or virtual site visits. This presentation states the fact that provider partners must adhere to the Provider Manual which contains information about Cultural Competency and Linguistics.
3. When requested and when it is assessed that it is necessary, our Contract Managers perform Provider Education Visits both virtually and physically. During these visits, the Contract Managers tell the provider partners that they must adhere to the Provider Manual which contains information about Cultural Competency and Linguistics.