



Cultural Competency Training for Participating Providers

New York State Department of Health requires providers and their office staff who have regular and substantial contact with Healthfirst members certify annually the completion of **Cultural Competency Training**. This requirement applies to all providers participating in the following Healthfirst lines of business:

- Personal Wellness Plan
- Managed Long-Term Care
- Child Health Plus
- Medicaid Advantage Plus
- Medicaid Managed Care

Healthfirst requires providers and their staff to complete the U.S. Department of Health & Human Services (HHS) e-learning program, [Education - Think Cultural Health \(hhs.gov\)](https://www.hhs.gov/education-think-cultural-health/).

Behavioral health providers may take New York State's previously approved Cultural Competency Training, [omh.ny.gov/omhweb/bho/docs/cultural_competency_curriculum.pdf](https://www.omh.ny.gov/omhweb/bho/docs/cultural_competency_curriculum.pdf), to satisfy this requirement.

The training must be completed annually, by December 31 of each year.

The objective of this training is for providers and their staff to provide more effective care delivery to Healthfirst members and help reduce health disparities.

If you completed Cultural Competency Training within the past 12 months with another managed care plan, you do not need to complete training again but will need to supply a Healthfirst attestation form certifying that you have completed training. Additionally, upon request from Healthfirst, you must provide a copy of the Cultural Competency Training certification received after completing the training.

Complete your training certification now! Visit hfprovidercct.org.

Please contact your Network Account Manager if you have any questions about Cultural Competency Training.