



MedStar Family
Choice

It's how we **treat people.**

MedStar Family Choice Maryland

Cultural Competency and Language Access Practitioners and Office Staff Training

Calendar Year 2026

Cultural Competency and Language Access Training

- To satisfy your Cultural Competency and Language Access training requirements, MedStar Family Choice – Maryland offers in-person training (preferred) and a self-training on our website at:
<https://www.medstarfamilychoice.com/maryland-providers/provider-resources/cultural-diversity>
- To receive credit for a complete review of the “Cultural Competency and Language Access” the participating provider/practice would need to complete the Cultural Competency Attestation and email or fax it to the Provider Relations Department at:

MFC-ProviderRelation2@medstar.net

Fax 855-600-3077

- Providers may also contact Provider Relations to request an in office or virtual Cultural Competency and Language Access Training at:
MFC-ProviderRelation2@medstar.net



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How Would You Respond?

Imagine for a moment the following scenario:

You are on vacation (or living) in a foreign country and have been there for less than a week. You don't speak the language, don't have a form of transportation, and you don't understand the healthcare delivery system in the region. You look physically different and/or dress differently than the locals, you eat/drink different substances, you have trouble navigating from point A to point B on the map, you don't understand the customs, you are unsure how to respond to their gestures, and all of a sudden, you or one of your family members is seriously injured or sick.

- How would you feel?
- What would you do?
- How would you effectively communicate?
- What would your concerns/apprehensions be?
- How would you want/expected to be treated?



How Does Cultural Competency Impact Your Practice?

Every aspect of the patient experience is impacted including:

- Finding a provider
- Making an appointment
- Locating the building
- Entering the establishment and navigating to the front desk
- Signing in and completing the upfront paperwork
- Waiting to be called in for services
- Meeting with the provider or having a procedure
- Understanding the diagnosis
- Understanding any recommended treatments
- Checking out, paying, obtaining referrals/RXs, setting up a future appointment
- Claim reconciliation, understanding benefits, appealing adverse decisions
- Follow up contacts and surveys



Cultural Competency

Cultural competency processes support regulatory efforts:

- To enhance and develop skills, behaviors and attitudes.
- To integrate policies, procedures and practices throughout the MFC-Maryland Provider Network.
- To allow the MedStar Family Choice - Maryland Provider Network to respond sensitively and respectfully to people of various cultures, primary spoken languages, races, ethnic backgrounds and religions, and sexual orientations.
- To communicate with persons accurately and effectively to identify and diagnose, treat and manage physical and behavioral health conditions through appropriate plans for treatment and self-care professionals.
- To enable effective outcomes across-cultural situations.



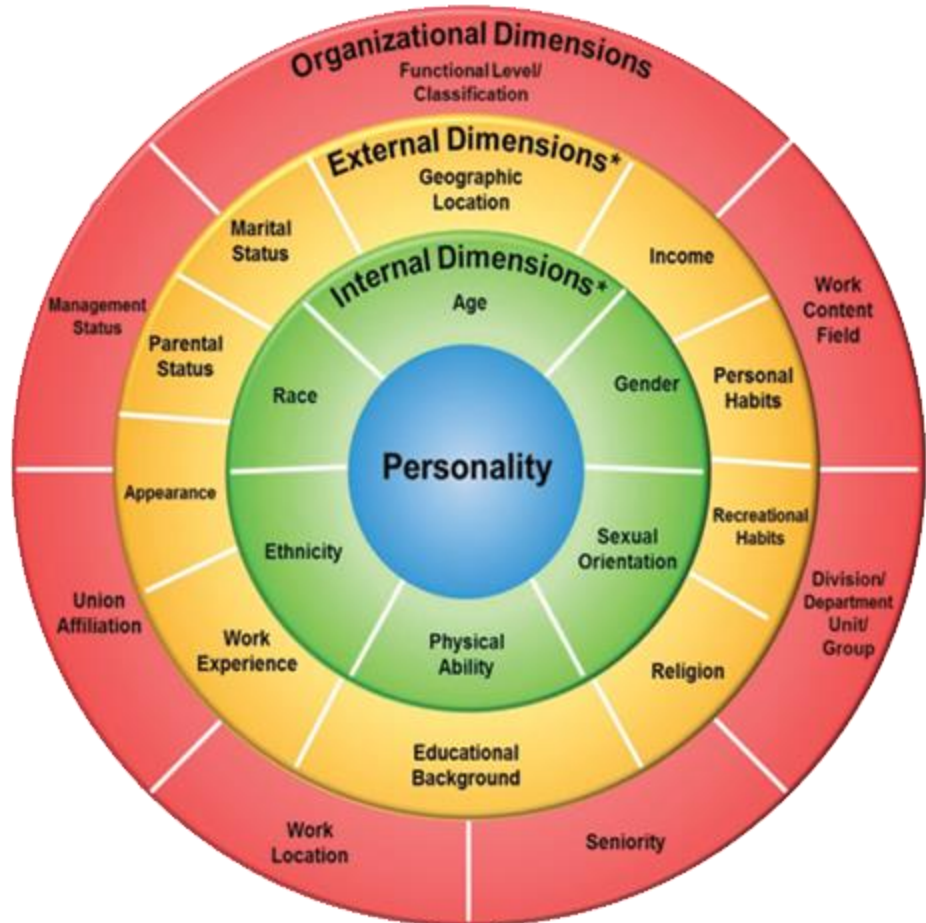
MedStar Family Choice – Maryland Goals

- Improve communication to and for Enrollees for whom cultural and/or linguistic issues are present.
- Decrease health care disparities in the populations we serve.
- Improve our associates' understanding and sensitivity to cultural diversity.
- Improve services, care and health outcomes for Enrollees (improved understanding leads to better adherence and satisfaction).

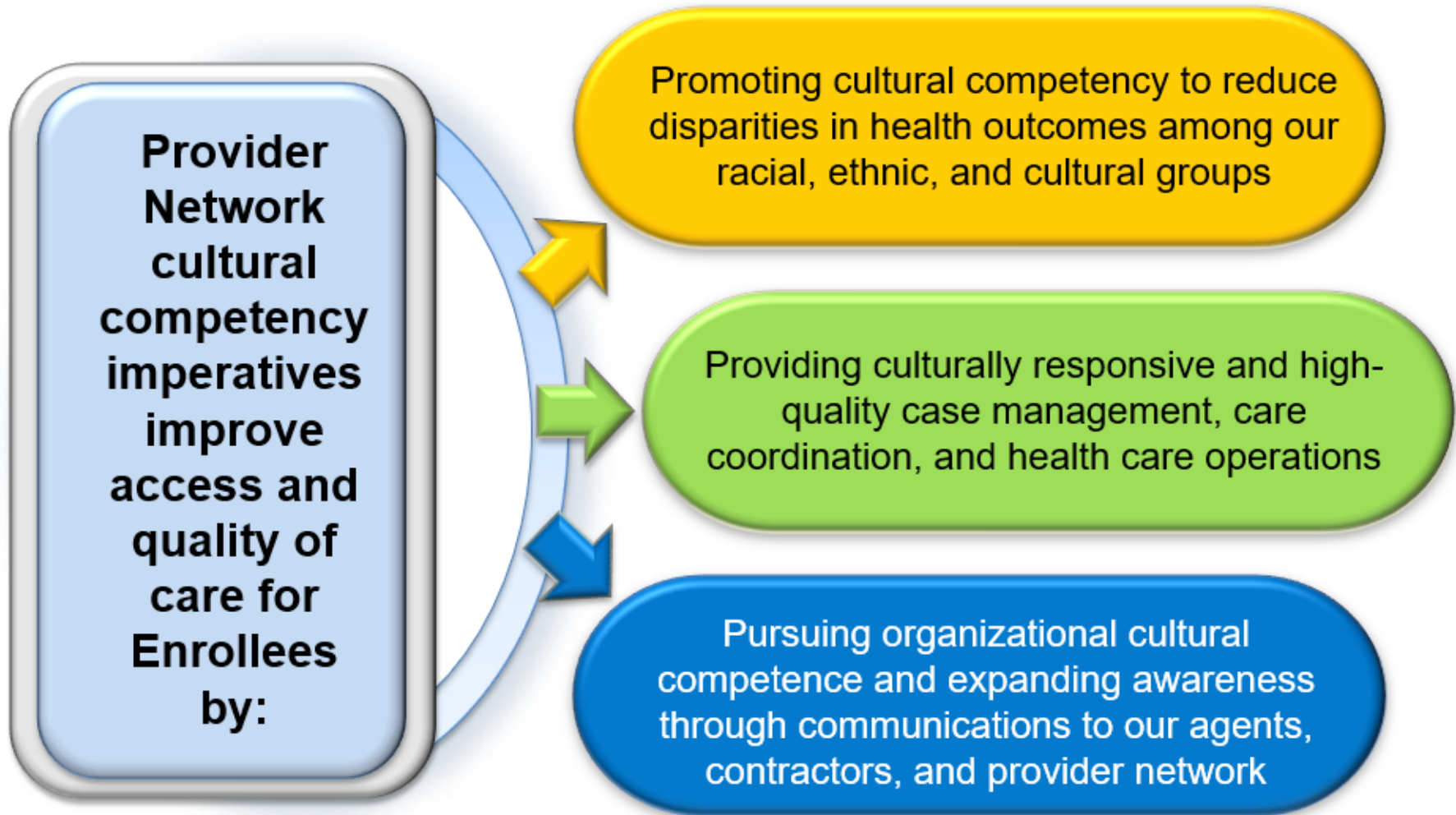


Cultural Competency

- The Four Layers of Diversity wheel shows how we process stimuli and information regarding diversity.
- The ways we process this leads to our assumptions, drives our own behaviors, and ultimately impacts others.



Cultural Competency Imperatives



Policies

MFC - Maryland and Participating Providers should develop certain policies to help achieve cultural competence and language access. These policies may include:

Recognizing beneficiaries' beliefs

Addressing cultural and linguistic differences in a competent manner

Fostering staff behaviors that effectively address interpersonal communication styles that respect beneficiaries' cultural backgrounds

Facilitating culturally sensitive and person-centered care delivery approaches



Nondiscrimination Regulation

- Federal and state civil rights laws prohibit discrimination on the basis of race, color, national origin, age, disability and sex.



References:

- the Americans with Disabilities Act and implementing regulations
- Title VI of the Civil Rights Act of 1964 and implementing regulations



Nondiscrimination

- Examples of prohibited practices which include any activity allowed on the basis of race, color, national origin, age, disability and sex made to:
 - Deny an individual any service, financial aid, or benefit.
 - Provide a different service, aid or benefit, or provide them in a manner different that they are provided to others.
 - Segregate or treating individuals separately in any manner related to receiving programs, services, or benefits.
 - Retaliation of any sort.
 - Discrimination, including efforts on the basis of National Origin or Limited English Proficiency (LEP).
- Providers should have wheelchair accessible locations and meet all other **ADA compliance requirements.**



Interpreter Services and Translation of Written Materials

- MFC - Maryland provides interpretation and use of auxiliary aids such as TTY/TDY and American Sign Language (ASL) services free of charge.
- MFC - Maryland uses two primary vendors to provide these services for Maryland Enrollees:
 - Andean Consulting Solutions Int, LLC (ACSI Translations)
 - Language Line Services, Inc.
- Our contractors (providers and vendors) must abide by the same requirements.



Interpreter Services and Translation of Written Materials

How do I appropriately direct limited-English proficient or non-English proficient (“LEP/NEP”) Enrollees to free services?

- Route the caller to MFC – Maryland Enrollee Services at 888-404-3549 (toll free)

How do I appropriately direct the hearing and visually impaired to free auxiliary aid services?

- Route the caller to MFC – Maryland Enrollee Services at 711 to access telecommunications relay services (TTY or TDD) for free
- If an Enrollee has trouble seeing, the Enrollee could call Enrollee Services at 888-404-3549 for information on an audio tape, in Braille or in large print.



Written Materials, Translation, and Interpreter Services

For MFC - Maryland Enrollees:

Are on-site interpreters available for Enrollees who need services at a provider's office?

- Yes. Please contact Provider Relations for information on interpreter services, including on-site, telephonic and video at mfc-providerrelations2@medstar.net.

If an Enrollee elects to use a family member or friend or refuses oral interpretation services, what must we do?

- MFC must obtain **written consent** from the Enrollee that waives the Enrollee's right to oral interpretation services.



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How to Request Assistance with Interpreter Services

- **Free of charge to MFC – Maryland Enrollees who meet criteria**
- **Schedule telephonic interpreter services through Care Management**
 - MFC-Maryland HealthChoice: 800-905-1722, option 1
- **Providers can schedule an in-office (in-person, video & telephonic interpreter)**
 - <https://www.medstarfamilychoice.com/maryland-providers/provider-support/outreach/interpreter-services>
 - In office interpreter requests must be received no less than 5 days in advance for routine appointments. Urgent appointments scheduled as needed.
 - MFC-ProviderRelations2@medstar.net
 - For LEP Enrollees (Limited English Proficiency), a panel report of Enrollees assigned to your practice is available on the provider portal and will include the Enrollees language needs.
<https://mfcmdprovider.healthtrioconnect.com/app/index.page>



Written Materials and Translation Services

All enrollee written materials and vital documents must:

Provide culturally appropriate information in prevalent non-English languages and consider the needs of Enrollees with disabilities and LEP

Provide alternative and accessible formats for persons with visual impairments

Include language tag lines that include the availability of written translations or oral interpretation

Communicate to Enrollees how to access these formats are written in no less than twelve (12) font size and 5th grade level readability



National CLAS Standards

In 2000, the Office of Minority Health published the first National Standards for Culturally and Linguistically Appropriate Services in Health Care (National CLAS Standards), which provided a framework for all health care organizations to best serve the nation's increasingly diverse communities.

15 Standards covering:

- Governance, Leadership and Workforce
- Communication and Language Assistance
- Engagement, Continuous Improvement, and Accountability



Compliance with Multiple Laws

Services help facilitate compliance with multiple laws, including but not limited to:

- Section 1557 of the Patient Protection and Affordable Care Act (PPACA)
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act and implementing regulations
- Title VI of the Civil Rights Act of 1964 and implementing regulations



Available Resources

- Think Cultural Health - [U.S. Department of Health and Human Services Office of Minority Health - Think Cultural Health](#)
- Conscious & Unconscious Biases in Healthcare - [National Center for Cultural Competence at Georgetown University](#)
- Effective Communication for Healthcare Teams: Addressing Health Literacy, Limited English Proficiency, and Cultural Differences - [Train-Effective Communication for Healthcare Teams](#)
- Quality Healthcare LGBTQ + Equality - [Health Professionals Advancing LGBTQ+Equality](#)
- Health Literacy & Public Health - [Health Literacy & Public Health-Introduction to Public Health Literacy](#)
- Introduction to C.L.A.S. Standards - [Introduction to C.L.A.S. Standards](#)
 - Culturally & Linguistically Appropriate Services (CLAS) in Nursing - [Think Cultural – nursing](#)
- Culturally & Linguistically Appropriate Services (CLAS) in Maternal Health Care - [Think Cultural - Maternal Health Care](#)
- Effective Communication & Language Assistance - [Think Cultural-Guide to Providing Effective Communication & Language Assistance Services](#)



Questions?

**MedStar Family Choice – Maryland
Provider Relations**
mfc-providerrelations2@medstar.net



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