

Cultural competency resources

As patient panels grow more diverse and needs become more complex, providers and their office staff need more support to help address Anthem Blue Cross and Blue Shield (Anthem) patient needs. We want to help.

Cultural competency resources, including the Cultural Competency Training, are available at <https://providers.anthem.com/oh> > Pathway to Cultural Competency Resources. Below is an overview of the resources available on our provider website.

The Cultural Competency Training includes:

- An overview of the impact of culture and cultural competency on healthcare.
- A cultural competency continuum which can help providers assess their level of cultural competency.
- Disability competency and information on the *Americans with Disabilities Act (ADA)*.

The Caring for Diverse Populations Toolkit includes:

- Comprehensive information, tools, and resources to support enhanced care for diverse patients and mitigate barriers.
- Materials that can be printed and made available for patients in provider offices.
- Regulations and standards for cultural and linguistic services.

My Diverse Patients offers:

- Comprehensive repository of resources to providers to help support the needs of diverse patients and address disparities.
- Courses with Continuing Medical Education credit **at no cost** through the American Academy of Family Physicians.
- No cost accessibility from any device (desktop computer, laptop, phone, or tablet), no account or log in required.

How can I confirm completion of the Cultural Competency Training?

Once you have reviewed the training in its entirety, complete the course evaluation at the end to confirm that you have completed the training. The course evaluation will require you to enter your name and National Provider Identifier (NPI) to track completion at the individual provider level. **Note: The NPI should be at individual provider level.**

In addition, providers can access Stronger Together at <https://communityresources.anthem.com/health-equity-resources-tools.html>, which offers free resources to support the diverse health needs of all people where they live, learn, work, and play. These resources were created by our parent company in collaboration with national organizations and are available for you to share with your patients and communities.

Anthem appreciates the shared commitment to ensuring members receive culturally and linguistically appropriate services to support effective care and improved health outcomes.

<https://providers.anthem.com/oh>