

PROVIDER BULLETIN

TO: Participating Primary Care Monroe Plan IPA and YourCare Primary Care IPA Network Providers
FROM: Monroe Plan for Medical Care and YourCare IPA Provider Relations Department
DATE: 9/24/2025
SUBJECT: Annual Cultural Competency Training and Attestation

Partners in Achieving Health Equity

Training modules and resources are available to enhance cultural competency when serving diverse patient populations. These materials support staff in addressing disparities and improving health outcomes. Monroe Plan for Medical Care, IPA alongside Molina HealthCare of New York prioritizes provider support and is committed to health equity by adhering to the National CLAS Standards and meeting all regulatory and accreditation requirements related to equity.

Building culturally competent health care:

Resources for providers and staff Cultural competency can positively impact a patient's health care experiences and outcomes. Cultural competency training modules and resources are available to providers and office staff. You can access the resources through Availity Essentials portal: [Molina Healthcare | Availity Portal](#).

Cultural competency educational resources include:

- Cultural competency, including culturally and linguistically appropriate services (CLAS)
- Language access services, including effective communication strategies
- Health equity and disparities
- Social determinants of health
- Federal requirements, including the Affordable Care Act and the Americans with Disabilities Act

These resources offer tips for supporting diverse communities—racial, ethnic, cultural, linguistic, LGBTQIA+, older adults, people with disabilities, and immigrants/refugees. Training modules take 5–10 minutes; you can complete any or all. After finishing, log in to Availity Essentials, go to Molina Healthcare under Payer Spaces, select Resources, then Culturally and Linguistically Appropriate Services Provider Training Resources/Disability Resources and Links to submit your attestation form and view available materials.

You can also access the New York State approved training, titled Think Cultural Health, offers several provider specific programs online, at no cost: <https://thinkculturalhealth.hhs.gov/education>.

Providers and appropriate staff should complete this training in the next 12 months and annually thereafter. Once finished, please share your certificate of completion with us at providerrelations@monroeplan.com.

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Be sure to review the bulletin and resource below to ensure cultural competency and compliance!

[Click here to download: NYSDOH Cultural Competency Notice](#)

[Click here to download: Are You Culturally Competent?](#)

Please forward the completed and signed attestation form to providerrealitions@monroeplan.com.

We appreciate your ongoing commitment to the broader community.

Provider Relations & Network Management