



Provider Bulletin

TO: Participating Primary Care Monroe Plan IPA and YourCare Primary Care IPA,
(dba Elm and Oak Health) Network Providers

FROM: Monroe Plan for Medical Care and YourCare IPA, , (dba Elm and Oak
Health) Network Providers Provider Relations Department

DATE: 07/15/2026

SUBJECT: Cultural Competency: Essential to Quality Care

“Cultural Competency: Essential to Quality Care.”

Reminder : Culturally and Linguistically Appropriate Services (CLAS) training is required to be completed annually.

Elm and Oak formally known as, Monroe Plan for Medical Care, IPA along with Molina Healthcare, Inc., expects providers to deliver services that affirm and respect individuals of all backgrounds and abilities, safeguarding their dignity. Employee and provider training, along with quality monitoring, support this commitment. Accordingly, Molina includes Culturally and Linguistically Appropriate Services (CLAS) training in its programs and regularly offers related education to providers and staff.

These trainings can be viewed by logging onto the Availity Portal, choose the Payor Molina Healthcare-Affinity By Molina Healthcare , then select the Resources Tab at the top of the section, and finally scroll down to view the Culturally and Linguistically Appropriate Trainings. Once the training has been completed an attestation form can be submitted through the portal.

Culturally and Linguistically Appropriate Services: Training for health care providers and staff include:

- **Module 1: Introduction to Culturally and Linguistically Appropriate Services**
- **Module 2: Health Outcomes**
- **Module 3: Seniors and Persons with Disabilities**
- **Module 4: LGBTQ and Immigrants/ Refugees (optional)**
- **Module 5: Providing Culturally and Linguistically Appropriate Services**
- **Provider Training Attestation Form (All Other State Providers)**

Other Cultural Competency Provider Training Resources and Links:

- **Cultural Competency Provider Training**
- **Better Communication, Better Care**
- **Guidance & Resource Materials | ADA.gov**
- **The Arc of the United States | Disability Rights, Advocacy & Inclusion**
- **Virginia Commonwealth University/Center on Society and Health**
- **Robert Wood Johnson Foundation**

Providers and appropriate staff should complete this training in the next 12 months and annually thereafter.

Thank you for all you do for our community at large,
Provider Network Management