

*The Contractor is only required to submit this Contract deliverable if the Contractor has not obtained the National Committee for Quality Assurance (NCQA) Health Equity Accreditation or should the Contractor lose its accreditation (either due to non-renewal or revocation).*

**CONTRACTOR:** \_\_\_\_\_

The Contractor shall complete column 'B' and may complete column 'C' if applicable.

		CONTRACTOR	CONTRACTOR	AHCCCS		AHCCCS
	(A) POLICY/CONTRACT REQUIREMENT	(B) FOUND ON PAGE	(C) CONTRACTOR COMMENTS	(D) YES	(E) NO	(F) AHCCCS COMMENT
	<b>CULTURAL COMPETENCY PLAN ASSESSMENT REQUIREMENTS</b>					
	THE SUBMISSION INCLUDES ALL OF THE FOLLOWING:					
1.	A description of how care and service is delivered in a culturally competent manner for diverse cultural, racial, ethnic, geographic, social, spiritual, and economic backgrounds, including those with Limited English Proficiency (LEP) and medical, developmental, educational, emotional, cultural, environmental, and financial needs, and regardless of sex, gender, sexual orientation, gender identity, national origin, or age.					
2.	Identification of a Contractor staff member responsible for the Cultural Competency Plan (CCP).					
3.	A description of measurable and sustainable goals for the coming year.					

AHCCCS CONTRACTOR OPERATIONS MANUAL  
POLICY 405 - ATTACHMENT A – CULTURAL COMPETENCY PLAN ASSESSMENT REPORTING  
CHECKLIST

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4.	The training programs the Contractor utilizes (e.g., Cultural Competency [CC] 101) to orient and train staff to be culturally competent to all members and their families of all cultures. Staff training shall be customized to fit the needs of staff based on the nature of their contact with providers and/or members.					
	a. A description of educational methods the Contractor will use for providers and other subcontractors with direct member contact.					
	b. The Contractor's education and training program addresses the importance of making providers and other subcontractors aware of the importance of providing services in a culturally competent manner and understanding health literacy.					
	c. A description of additional/ongoing training and assistance provided to providers and subcontractors on providing culturally competent services to members.					
	d. Information outlining cultural competency training provided to the Contractor's staff during new employee orientation and annually.					

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	e. Information on how the Contractor tracks provider participation in cultural competency trainings.					
5.	A description of the Contractor's method for evaluating the cultural diversity of its membership to assess needs and priorities in order to provide culturally competent care to its membership (languages spoken and ethnicity of membership).					
6.	A description of how the Contractor evaluates its network, outreach services, and other programs to improve accessibility and quality of care for its membership. It shall also describe the provision and coordination needed for linguistic and disability-related services.					
7.	A description of the method(s) used for evaluating fair health care access and addressing health disparities within the Contractor's Geographic Service Area (GSA).					

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8.	The CCP was assessed for effectiveness. The assessment includes consideration of: linguistic need, comparative member satisfaction surveys, outcomes for certain cultural groups, translation and interpretation services and utilization, member complaints and grievances, provider feedback, and Contractor employee surveys.					
	a. The CCP assessment includes a review of goals from the prior year,					
	b. Tracking and trending of any identified issues,					
	c. Actions taken for resolution of identified issues,					
	d. The assessment includes modifications, if any, that were made to the CCP, and					
	e. The process for communicating the Contractor's progress in implementing and sustaining the CCP's goals to stakeholders, members, and the general public.					

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	LANGUAGE ACCESS PLAN (REFER TO POLICY FOR DESCRIPTION OF EACH ELEMENT BELOW)					
1.	Needs and capacity assessment.					
2.	Language Assistance Services.					
3.	Written translations.					
4.	Policies and procedures.					
5.	Notification of the availability of language assistance at no cost.					
6.	Staff training.					
7.	Access and quality assessment.					
8.	Stakeholder consultation.					
9.	Subcontractor assurance and compliance.					