



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas District of Columbia Providers

Date: January 22, 2021

Subject: Culturally and Linguistically Appropriate Services (CLAS) and Patient Health

The **Culturally and Linguistically Appropriate Services (CLAS)** standards of the U.S. Department of Health and Human Services Office of Minority Health encourage all health care providers to:

- Provide effective, understandable and respectful care to all enrollees in a manner compatible with the enrollee's cultural health beliefs and preferred language/format
- Implement strategies to recruit, retain and promote a diverse office staff and organizational leadership representative of the demographics in your service area
- Educate and train staff at all levels, across all disciplines, in the delivery of culturally and linguistically appropriate services
- Establish written policies to provide interpreter services for health plan enrollees upon request
- Routinely document preferred language or format, such as Braille, audio, or large type, in all enrollee medical records

We at AmeriHealth Caritas District of Columbia (DC) use the CLAS standards as a guide to work toward health equity for all our enrollees. Together with you - our providers - we want to help each of our enrollees achieve the highest possible level of health. We can accomplish this through adapting care plans to meet their cultural and language needs.

To attain this goal, we would like to share some of the characteristics of the people we serve with you.

Did you know?

- More than 13% percent of our enrollees are Hispanic, and more than 12,000 enrollees list Spanish as their preferred language
- More than 1,400 of our enrollees report Amharic as their preferred language
- More than 80% of AmeriHealth Caritas DC's enrollee population reside in Wards 1, 4, 5, 7, or 8; Spanish, various African languages, and French are the top three languages (other than English) spoken in the home for each of those Wards.



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These numbers may seem small, but the impact to individual enrollees you see is enormous. To this point, we have resources available to help our providers provide culturally appropriate services. Please share this information with your office staff and colleagues.

- Visit the **Cultural Competency Provider Page** at <https://www.amerhealthcaritasdc.com/provider/resources/clas/index.aspx> to find free continuing medical education (CME) training offered online by the Office of Minority Health.
- Take our online provider training on CLAS by going to www.amerhealthcaritasdc.com > **Provider > Education and training.**
- When you check eligibility on NaviNet, the system alerts you to non-English speakers. We provide all enrollees with free language services for phone appointments and in-office appointments by calling **Enrollee Services** at **1-800-408-7511.**

If you have questions about this communication, please contact your Provider Account Executive or call Provider Services at 202-408-2237.