



AmeriHealth Caritas[™]
District of Columbia

To: AmeriHealth Caritas District of Columbia Providers

Date: January 22, 2021

Subject: The Importance of Race, Ethnicity, and Language Data

Did you know that as a part of AmeriHealth Caritas DC's cultural competency program, the health plan has collected over 50% of our enrollee's self-reported race, ethnicity, and language (REL) data? When this data is combined with enrollment data and electronic medical record data, this results in receipt of over 80% of data from our enrollees. The REL data from enrollees has many uses, such as:

- It allows the health plan to analyze HEDIS®, CAHPS, and other performance metrics by REL to examine where there may be health care disparities or a higher prevalence of negative health outcomes in one population in comparison to another,
- It provides accurate and reliable demographic data to providers via NaviNet and other reports,
- We can analyze REL data by where enrollees live in the District of Columbia to tailor specific programs to specific areas in the city,
- And much more as we innovate ways to implement the many uses of REL data.

However, collecting provider REL data is also important to ensure our enrollees get the best possible care from their providers. In instances where an enrollee prefers a provider who matches their cultural background, AmeriHealth Caritas DC provides enrollees with this information on an as needed basis via Enrollee Services.

In order for us to better serve our enrollees, AmeriHealth Caritas DC aims to collect more race and ethnicity data from our network providers. Currently, we collect language data from providers when they join our network, but race and ethnicity data is not required. The provision of this information is completely optional; however, we encourage our providers to share this information in order to better serve our enrollees – your patients. **This data is NOT listed in the provider directory, nor is it posted publicly; it is only used by internal health plan staff to help enrollees choose a provider that meets their individual cultural needs.**

You can go to the following web address to complete the **Provider REL Survey**, or you can contact your Provider Account Executive to complete an updated practitioner information form today.

Link - <https://www.surveymonkey.com/r/rel-survey>



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AmeriHealth Caritas DC strives to assist our providers in providing quality care to our enrollees. Through the cultural competency program, we have resources available to help our providers provide culturally appropriate services.

- 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, which is a helpful tool to pre-screen patients and address any language barriers or special needs prior to an appointment. 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.