



Providing culturally competent care for Magellan members

2025

Culturally and Linguistically Appropriate Services (CLAS)



Magellan supports culturally sensitive care for our members that respects the member's cultural beliefs, practices and language preferences.



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Cultural competency resources on [MagellanProvider.com](https://www.MagellanProvider.com)



As you collaborate with us, we will ask you to employ current best practices in providing culturally competent care for our members.



This presentation will acquaint you with our policies related to cultural competency that are found in the [Magellan National Provider Handbook](#) (PDF), section 4.



You can also find information about [cultural competency](#) from the Education tab of Magellan's provider website.

Our philosophy*



Magellan is committed to embracing the rich diversity of the people we serve. We believe in providing high-quality care to culturally, linguistically and ethnically diverse populations, as well as to those who live with disabilities such as visual and hearing impairment.



All people entering the behavioral healthcare system must receive equitable and effective treatment in a respectful manner, recognizing individual spoken language(s), gender, and the role culture (as broadly defined) play in a person's health and well-being.



Magellan understands the value of a culturally competent workforce, inclusive of those living with disabilities.

*[Magellan National Provider Handbook](#), section 4: The Quality Partnership, Cultural Competency

Our policy



Magellan staff is trained in cultural diversity and sensitivity, in order to refer members to providers who are appropriate to their needs and preferences.



Magellan also provides cultural competency training, technical assistance and online resources to help providers enhance their provision of high-quality, culturally appropriate services.



Magellan continually assesses network composition by actively recruiting, developing, retaining and monitoring a diverse provider network compatible with the member population.

What you need to do



The provider's responsibility is to:



Provide Magellan with information on languages you speak.



Provide Magellan with information about your practice specialties, including those developed to address the needs of diverse communities, broadly defined.

What Magellan will do



Magellan's responsibility is to:



Provide ongoing education to deliver competent services to people of all cultures, races, ethnic backgrounds, religions and those living with disabilities.



Provide access to language assistance, including Braille for the visually impaired, and bilingual staff and interpreter services to those with limited English proficiency, during all hours of operation at no cost to the consumer. *Contact Magellan at 1-800-788-4005 to request.*

What Magellan will do, cont'd



Magellan's responsibility is to:



Provide easily understood member materials, available in the languages of the commonly encountered groups and/or groups represented in the service area.



Provide access to TDD/TTY services for the deaf community and those with hearing impairment.



Monitor gaps in services and other culture-specific provider service needs. When gaps are identified, Magellan will develop a provider recruitment plan and monitor its effectiveness.

What is cultural competency?



- ✓ It is a way to provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.
- ✓ Is a way to improve the quality of services provided to all individuals, which will ultimately help reduce health disparities and achieve health equity.
- ✓ Cultural competency is about respect and responsiveness: **Respect** the whole individual and **respond** to the individual's health needs and preferences.

Source: <https://thinkculturalhealth.hhs.gov/>



What is cultural competency? cont'd



- ✓ Within ***The National CLAS Standards***, culture encompasses race, ethnicity, linguistics and well as geographical, religious, spiritual, biological, and sociological characteristics.
- ✓ Culture integrates patterns of thought, communications, actions, customs, beliefs, values that are associated with racial, ethnic, or linguistic groups, as well as with religious, spiritual, biological, geographical, or sociological characteristics.
- ✓ Culture is complex and dynamic - individuals may identify with multiple cultures within their lifetime.

Source: <https://thinkculturalhealth.hhs.gov/>



Use of personal gender pronouns

A gender pronoun is the pronoun that a person chooses to use to identify themselves. Traditional gendered pronouns such as she/her/hers or he/him/his are commonly used, however gender-expansive pronouns such as they/them/theirs are used more frequently by individuals who do not identify as male or female. Using the correct gender pronoun is just as personal as the use of someone's name.

Knowing and using a person's correct gender pronoun fosters an environment of inclusivity, makes people feel respected and valued and affirms their gender identity without assuming that their gender is based on their appearance.



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For more information, please refer to the link below:
<https://www.edi.nih.gov/blog/communities/what-are-gender-pronouns-why-do-they-matter>

Why is cultural competency important?



- ✓ Cultural competency improves your level of cultural awareness, enabling you to deliver services that are respectful of and responsive to individual cultural health beliefs and practices, preferred languages, health literacy levels, and communication needs.
- ✓ Cultural competency promotes equitable access to care by removing cultural and linguistic barriers and closing the gaps of healthcare disparities.

Source: <https://www.nih.gov/>

Your level of cultural awareness enables you to deliver services that are respectful and responsive.



Magellan promotes cultural competency through...



Cultural competency resources



Provider newsletters



Member materials in Spanish and English



Staff and provider trainings



Translation and interpreter services



Resources



U.S. Department of Health & Human Services' Office of Minority Health:

- A Physician's Practical Guide to Culturally Competent Care
<https://cccm.thinkculturalhealth.hhs.gov/>
- Culturally Competent Nursing Care: A Cornerstone of Caring
<https://ccnm.thinkculturalhealth.hhs.gov/>
- National CLAS Standards (Culturally Competency)
<https://thinkculturalhealth.hhs.gov/clas/standards>

Educational/legal statement



The information contained in this presentation is intended for educational purposes only and is not intended to define a standard of care or exclusive course of treatment, nor be a substitute for treatment.

The information in this presentation is intended for educational purposes only and should not be considered legal advice. Recipients are encouraged to obtain legal guidance from their own legal advisors.