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**TITLE:** Cultural Competency Plan

**PURPOSE:** The First Coast Advantage (FCA) Cultural Competency Plan (CCP) describes how providers, FCA employees, and systems will effectively provide services to people of all cultures, races, ethnic backgrounds, and religions in a manner that recognizes, values, affirms, and respects the worth of the individual member and protects and preserves the dignity of each.

**PROCEDURE:**

- A. In accordance with 42 CFR 438.206, FCA shall have a comprehensive written cultural competency plan (CCP) describing the plan to ensure that services are provided in a culturally competent manner to all members, including those with limited English proficiency.
- B. The CCP shall be updated annually and submitted to BMHC by September 1 for approval for implementation by January 1 of each contract year.
- C. FCA may distribute a summary of the CCP to network providers if the summary includes information about how the provider may access the full CCP on the web site. This summary shall also detail how the provider can request a hard copy of the cultural competency plan from FCA at no charge to the provider.
- D. FCA shall complete an annual evaluation of the effectiveness of its CCP. This evaluation may include results from the CAHPS or other comparative member satisfaction surveys, outcomes for certain cultural groups, member grievances, member appeals, provider feedback and health plan employee surveys.
- E. FCA shall track and trend any issues identified in the evaluation and shall implement interventions to improve the provision of services.
- F. A description of the evaluation, its results, the analysis of the results and interventions to be implemented shall be described in the annual CCP submitted to the Agency.