

PROVIDING CULTURALLY COMPETENT CARE – MEETING THE LTSS NEEDS OF DUALY ELIGIBLE BENEFICIARIES: RESOURCE GUIDE

This is a supplemental resource guide to the webinar hosted on April 12, 2018, *Providing Culturally Competent Care – Meeting the LTSS Needs of Dually Eligible Beneficiaries*. This guide is intended for providers and health plans who are interested in enhancing their capacity to provide culturally competent LTSS. The webinar recording, slides, and transcript can be found on the Resources for Integrated Care website:

https://resourcesforintegratedcare.com/CulturalCompetency/2018_CC_Webinar/LTSS

Additional resources on cultural competence can be found on [the Resources for Integrated Care Cultural Competence page](#).

GENERAL RESOURCES

The **National Culturally and Linguistically Appropriate Services (CLAS) Standards** from the Department of Health and Human Services' Office of Minority Health establishes 15 action steps for health care organizations to use to improve quality, advance health equity and reduce health disparities by providing culturally and linguistically appropriate health services. This resource outlines the CLAS Standards and provides guidance for implementation.

<https://www.thinkculturalhealth.hhs.gov/clas>


CMS provides **A Practical Guide to Implementing the National CLAS Standards** to help health care organizations implement the National CLAS Standards. Readers can find resources that address each of the National CLAS Standards or search by population, type of resource, user, or setting.

<https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/CLAS-Toolkit-12-7-16.pdf>

The CMS Office of Minority Health has created a **Mapping Medicare Disparities Tool**, which allows users to identify areas of disparities among subgroups of Medicare beneficiaries through an interactive map. Users can investigate and understand geographic, racial, and ethnic differences in health outcomes that can inform policy decisions and targeted interventions.

<https://www.cms.gov/About-CMS/Agency-Information/OMH/OMH-Mapping-Medicare-Disparities.html>

CMS developed a **Compendium of Resources for Standardized Demographic and Language Data Collection** to improve population health. This compendium includes minimum standards for data collection; best practices and guidelines for standardized data collection; training tools and webinars for educating staff regarding the importance of and best practices for data collection; and articles and books that provide in-depth discussion of issues, challenges, recommendations, and best practices.

 <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Data-Collection-Resources.pdf>

A Guide to Developing a Language Access Plan, developed by CMS, identifies methods for providers to assess their programs and develop language access plans to ensure persons with limited English proficiency have meaningful access to their programs.


 <https://www.cms.gov/About-CMS/Agency-Information/OMH/Downloads/Language-Access-Plan-508.pdf>

The National Resource Center on LGBT Aging has compiled **Best Practice Guides** for organizations wishing to incorporate practices that promote inclusive services for LGBT older adults.

 www.lgbtagingcenter.org/guides

REPORTS

The Diverse Elders Coalition's **Aging with Health and Dignity: Diverse Elders Speak Up** report synthesizes comments from community members about what they need to age with health and dignity. This report also describes a series of recommendations for policymakers and service providers based on those comments.

 <http://www.diverseelders.org/wp-content/uploads/2017/02/Aging-with-Health-and-Dignity-WEB-FINAL.pdf>

NATIONAL ASSOCIATIONS

Various national organizations, listed below, advocate and provide resources for improving health care, social services, and economic well-being for diverse populations. Their pages provide information, resources, and trainings relevant to both providers and plans.

National Asian Pacific Center on Aging

<http://www.napca.org/>

National Indian Council on Aging

<https://nicoa.org/>

SAGE

<http://sageusa.care/>

National Resource Center on LGBT Aging

<https://www.lgbtagingcenter.org/>

National Caucus and Center on Black Aging Inc.

<http://www.ncba-aged.org/>

National Hispanic Council on Aging

<http://www.nhcoa.org/>

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The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This resource guide is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>.