



TOBY DOUGLAS  
*Director*

State of California—Health and Human Services Agency  
**Department of Health Care Services**



EDMUND G. BROWN JR.  
*Governor*

MAY 11 2011

MMCD All Plan Letter 11-010

**TO:** ALL MEDI-CAL MANAGED CARE HEALTH PLANS

**SUBJECT:** COMPETENCY AND SENSITIVITY TRAINING REQUIRED IN SERVING THE NEEDS OF SENIORS AND PERSONS WITH DISABILITIES

**PURPOSE:**

This All Plan Letter establishes Medi-Cal Managed Care Health Plan (health plan) requirements for conducting cultural awareness and sensitivity training required to meet the needs of seniors and persons with disabilities (SPDs). The Department of Health Care Services (DHCS) developed and is implementing these training requirements pursuant to Welfare and Institutions Code, Section 14182 (b)(5).

**BACKGROUND:**

The mandatory transition of Medi-Cal only SPDs into Medi-Cal Managed Care will commence on June 1, 2011. A key component of California's Section 1115 Demonstration Waiver, "Bridge to Reform," approved by the Centers for Medicare and Medicaid Services on November 2, 2010, is to provide SPD Medi-Cal beneficiaries with access to quality health care that is delivered in a culturally competent manner. To accomplish this the 1115 Waiver requires that all appropriate health plan and provider staff be trained using a DHCS-developed sensitivity training curriculum.

The DHCS contracted with the Western University of Health Sciences to create a statewide training curriculum that provides health plan trainers with web-based training modules and the necessary tools to conduct SPD sensitivity training for appropriate health plan staff and all contracted providers. This curriculum includes an educational strategy to provide awareness of the disability culture and the competence and sensitivity required when serving individuals living with disabilities.

During training sessions conducted in January 2011 health plan trainers were provided with web-based training tools. Individual user name and access codes were also provided.

**REQUIREMENTS:**

SPD sensitivity training has been underway since the January 2011 training sessions. The training is for health plan staff and network providers and their staff who come in contact with SPD members or who are responsible for the development of policies and procedures affecting SPDs. Additionally, health plans are required to provide refresher courses as necessary, train new health plan staff and new network providers, and maintain documentation of training conducted and current training schedules.

Health plans are to utilize DHCS provided web-based training tools and resources and may develop a plan-specific training material customized to meet audience needs. These SPD sensitivity training tools and resources are located at [dhcs.ca.gov/SPD info](http://dhcs.ca.gov/SPD_info) under the "Provider and Health Plan Resources" heading and SPD Sensitivity Training Materials. This information can be accessed with the user names and passwords provided to health plan staff during the January training sessions.

If you have any questions regarding this All Plan Letter, please contact your MMCD Contract Manager.

Sincerely,

**Original Signed by Tanya Homman**

Tanya Homman, Chief  
Medi-Cal Managed Care Division