

Attachment II: Transgender, Gender Affirming and Intersex (TGI) Training Curriculum Checklist

The PO must complete the TGI Training Curriculum Checklist below, along with an explanation of how the PO developed the curriculum and how the training is administered, including:

- Identifying the TGI-serving organization(s) that facilitated the training.
- Details on bid, selection, and procurement process for TGI serving organization and organization that assists with the development or facilitation of training.
- Any processes employed to verify the experience of the TGI-serving organization to facilitate the training.
- The procedures for oversight and monitoring the PO implemented to verify the training and performance of the TGI-service organization complied with the requirements of H&S Code section 1367.043(a).
- A description of the training materials, including whether the training materials include written and/or electronic materials, and the way the training is conducted, such as in-person, via video conferencing, or through on-demand video or other access.
- Affirm the PO will require PO staff, contractor staff, and downstream subcontractor staff to complete a refresher course when a complaint is made against an employee for failure to provide TGI health care, and a decision was made in favor of the complainant.
- Explain whether the PO delegated compliance to a contracted entity. If so, identify the entity to whom the PO delegated compliance, explain the scope of delegation, and identify procedures the PO utilized to monitor and oversee performance of the delegated entity.

This checklist was created for POs to use when developing TGI training curriculum components. An additional table is included with space for components that the PO has identified as a specific need and has opted to include in the curriculum. POs are responsible for complying with all applicable state and federal law, contract requirements, and Policy Letters.

TGI Training Curriculum Requirements Checklist		PO to identify where in training curriculum requirement has been met
Curriculum Components		
1	Welcome/Introduction	
2	Introduction to Cultural Competency in Health Care Coverage	
3	Effects of Historical, Contemporary, and Present-Day Exclusion, Microaggressions, and Oppression	
4	Effective Communication Across Gender Identities	
5	Trauma-Informed Approaches to Care Delivery	
6	Health Inequities and Family/Community Acceptance	
7	Perspectives from Diverse Constituency Groups and TGI-Serving Organizations	
8	Personal Values and Professional Responsibilities	
9	Health Plan Considerations for Gender-Affirming Care	
10	Ensure Culturally Competent Health Care Services	
11	Collaborative Approaches to Enhance TGI Access to Care	
12	Continuous Quality Improvement	

TGI Training Curriculum Requirements Checklist		PO to identify where in training curriculum requirement has been met
Inclusion of real-life experiences and challenges of TGI individuals including:		
1	Challenges with Accessing Health Care Services	
2	Lack of Knowledge Among Health Care Staff, including plan and insurer staff	
3	Gaps in Data Collection	
4	Denials by Health Plans or Insurers – Gender Affirming Care	
5	Denials by Health Plans or Insurers – interlapping Health Care Problems	
6	Effects on Mental Health	
7	Privacy Considerations	

8	Positive Experiences with Health Care Providers and Health Plans or Insurers	
9	Intersectional Barriers	
Sub-Population Considerations:		
1	Intersex Individuals	
2	TGI Youth	
3	Elderly TGI Individuals	
4	Non-Binary Individuals	
5	Individuals with Physical Health Disabilities	
6	Individuals with Mental Health Disabilities	
7	Neurodivergent Individuals	
8	Guardians of TGI Individuals	
9	The Spectrum of Reproductive Health Care for TGI individuals	