

## Attachment III: Guidelines for Evidence-based Cultural Competency Training

- Welcome/Introduction
  - Introduction
  - Important Terms
  - Purpose
  - Evidence-Based Practices
  - Importance of Gender Diversity, Sensitivity, and Inclusivity Training
  - Facilitation by TGI-Serving Organizations
  
- Topics for Inclusion
  - Introduction to Cultural Competency in Health Care Coverage
  - Effects of Historical, Contemporary, and Present-Day Exclusion, Microaggressions, and Oppression
  - Effective Communication Across Gender Identities
  - Trauma-Informed Approaches to Care Delivery
  - Health Inequities and Family/Community Acceptance
  - Perspectives from Diverse Constituency Groups and TGI-Serving Organizations
  - Personal Values and Professional Responsibilities
  - Health Plan Considerations for Gender-Affirming Care
  - Ensure Culturally Competent Health Care Services
  - Collaborative Approaches to Enhance TGI Access to Care
  - Continuous Quality Improvement
  - Transgender services covered under Medi-Cal<sup>1</sup>
  
- Real-Life Experiences and Challenges of TGI Individuals
  - Challenges with Accessing Health Care Services
  - Lack of Knowledge Among Health Plan Staff
  - Gaps in Data Collection
  - Denials in Plans – Gender Affirming Care
  - Denials in Plans – Interlapping Health Care Problems
  - Effects on Mental Health
  - Privacy Considerations
  - Positive Experiences with Health Care Providers and Health Plans or Insurers
  - Intersectional Barriers
  
- Considerations of Sub-Populations
  - Intersex Individuals
  - Elderly TGI Individuals
  - Non-Binary Individuals
  - Physical Health Disabilities
  - Mental Health Disabilities
  - Neurodivergence

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<sup>1</sup> [Transgender and Gender Diverse Services](#)

- Guardians
- The Spectrum of Reproductive Health Care for TGI individuals
- The PO must submit completed Attachment III TGI Training Curriculum Checklist, 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).<sup>2</sup>
  - 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.

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<sup>2</sup> [HSC 1367.043](#)