



Aetna Better Health of Kansas Cultural Competency Plan

Cultural Competency Plan Purpose

Aetna Better Health of Kansas (ABH KS) provider network is one of our most valuable assets and we are committed to a collaborative approach to its continued development and management throughout the Kansas General Service Area (GSA). The purpose of the Network Cultural Competency Plan is to cast the vision and govern the direction by which ABH KS aligns with the mission of the Kansas Department of Health and Environment (KDHE), to ensure the following five imperatives of Cultural Competency are being addressed in our provider communities.

- Awareness, acceptance, and valuing of cultural differences
- Awareness of one's own culture and values
- Understanding the range of dynamics that result from the interaction between people of different cultures
- Developing cultural knowledge of the community served or to access cultural brokers who may have that knowledge
- Ability to adapt individual interventions, programs, and policies to fit the cultural context of the individual, family, or community

Our Cultural Competency Promise

We conduct business using a clear, strongly held set of core beliefs that reflect who we are and what is to be expected of us. Our values are carried through our thoughts and actions daily, within our inspired innovative products and services, and drive our commitment to excellence in all we do. We achieve that with INTEGRITY, EXCELLENCE, CARING, and INSPIRATION; core values that place the people we serve at the center of all we do. Our mission is to help people live healthier lives through the promotion of wellness, health, and access to high-quality health care for everyone, while supporting the communities we serve.

Our Cultural Competency Requirement

As described in section 5.5; Provider Network and subsection, 5.5.4; Cultural Competency and Health Literacy in the Delivery of Care, ABH KS is required to develop and submit for State approval a Cultural Competency Plan. The Cultural Competency Plan shall be evaluated, updated, and submitted annually to the State. ABH KS submitted its initial Cultural Competency Plan following contract award.

Cultural Competency Plan and Goals for plan year 2020

ABH KS evaluated its Cultural Competency Plan and in assessing our provider network in relation to cultural competency objectives, utilized the following key reports and data that identified to ABH KS areas within our network that need improvement.

Ensuring for example that care and services are delivered to members in a culturally competent manner, that ABH KS in conjunction with its providers, improve care outcomes with regard to the emerging impact of social determinants of health and increasing training, education and monitoring of providers to further substantiate that care delivery across the network of providers, culturally competent care is conducted in respect of diverse populations within the ABH KS membership.

- Ongoing active evaluation of network additions and terminations, including identifying trends of the type, background and reason providers discontinue with ABH KS and too, how a provider alters the network and availability of providers who represent diverse members
- Appointment access standard reviews: our provider contracts outline requirements to comply with appointment access standard timelines – providers are educated on the standards, and compliance is measured through appointment test cases and other random sampling techniques with an emphasis on providers in predominantly diverse communities
- Evaluation of Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey results that evaluate enrollee satisfaction with access to care, type of care and with respect to cultural awareness and inclusion
- Conducting a Population Assessment & Assessment of Member Cultural Needs and Preferences
- Medical Management staff that identify a unique need during care coordination activities that an inadequacy in the network or inaccessibility of enrollees seeking care exists and thereby, define a required intervention to a provider(s) to remedy

ABH KS initiated moderate updates to the Cultural Competency Plan for plan year 2020 but did not sufficiently account for its submission, including description of our progress against our 2019 goals described below:

- Assessing ABH KS member population for cultural and linguistic needs
- Identifying emergent claims-based member disparities where indicated
- Identify and prioritize opportunities to impact at least one Social Determinant of Health & Independence
- Collaboration with community-based organizations to launch at least one locally tailored solution that integrates community initiatives and the health care delivery system for future measurable outcomes

Regarding the 2019 goals, please see the following updates:

As indicated above, and report(s) attached herein, noted below in table 1 is the ABH KS conducted a Population Assessment and Assessment of Member Cultural Needs and

Preferences in 2019. In assessing this information, ABH KS concluded the following issues and opportunities for enhanced focus for the remainder of plan year 2020 and 2021, respectively:

Table 1

Measure	Barrier	Opportunity for Improvement
Mental Health Practitioners with primary language	Limited number of practitioners whose primary language is Spanish in the rural southwestern counties of Kansas	Identify and contract with mental and physical health practitioner whose primary language is Spanish in Finney, Seward, and Stevens counties
Physicians with primary language of Spanish	Limited number of practitioners whose primary language is Spanish in the rural southwestern counties of Kansas	Identify and contract with mental and physical health practitioner whose primary language is Spanish in Grant and Stevens county
Mental Health Practitioner's Ethnicity/Race	State's Provider Registration Information (PRN) does not include ethnicity/race information	Improve process by collaborating with CVO to obtain the ethnicity/race information on practitioners collected during the credentialing process
Physician's Ethnicity/Race		Improve process by collaborating with CVO to obtain the ethnicity/race information on practitioners collected during the credentialing process
Social Determinants of Health	Member reported language Substandard Housing Low Food Access Population < Federal Poverty level Lack of transportation	Increase awareness and use of interpretative services Improve with our provider partners, access to food Increase options for available transportation means

Cultural Competency Plan and Goals for plan year 2021

ABH KS is updating its Cultural Competency Plan 2019 for evaluation, update of plan year(s) 2020 and 2021 in conformance with the required submission of the Cultural Competency Plan to KDHE in 2021.

Implement the ABH KS claim-based analysis and presentation of claims coding methodology using common Z codes to identify, where possible, opportunity to train providers, in particular, local health departments and FQHC and Primary Care providers to identify members facing food insecurity for plan intervention. KDHE recently approved ABH KS food insecurity program improvement initiative (PIP) addressing members

experiencing food shortages through collaboration with outreach, financial grants to food banks and related agencies working with communities across Kansas.

Encourage the use of telemedicine as appropriate and as available, to interdict challenges in accessing care for members in frontier and rural counties in which diverse populations may be more pronounced than in urban settings

In conjunction with the plan(s) provider orientation and ongoing education programs, ABH KS will place specific emphasis on social determinants of health (SDOH), cultural awareness, sensitivity, and linguistic services as depicted in Table 1 above.

Conclusion

We recognize that cultural competency is an ongoing process and must engage learners in continuous educational and experiential learning opportunities to keep pace with the rapidly evolving cultural landscape of our global nation.

Attachments



Population

Assessment 2019 FINKS_2019_Assessment



ABH