

Provider Update

This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com/ia>.

The Cultural and Linguistic program

Background: On July 25, 2016, Amerigroup Iowa, Inc. began implementation of the Cultural and Linguistic program. With this program, Amerigroup seeks to improve the health and overall well-being of its eligible members by offering culturally competent health education and health management programs that educate, inform and encourage self-care.

Why is this change necessary?

Amerigroup does not discriminate in the provision of services and benefits on the basis of age, color, disability, national origin, race, religion or gender. Amerigroup ensures that services are provided to all eligible members in a culturally competent manner, including those with limited English proficiency.

Amerigroup is committed to complying with all federal and state regulations, including but not limited to, Title VI of the Civil Rights Act of 1964 and all subsequent updates, the Americans with Disabilities Act, Title 42 of the Code of Federal Regulations and relevant executive orders.

Cultural and Linguistic program

The Cultural and Linguistic program goals include providing culturally and linguistically appropriate health care services in a competent manner to meet the needs of a culturally diverse membership. This may include members with limited English proficiency, variable literacy levels, and hearing, speech or visual impairments and disabilities.

The Cultural and Linguistic program:

- Supports the diverse communities of our members by promoting and providing appropriate cultural and linguistic programs and services for members, contracted providers and health plan associates at all points of medical contact.
- Offers services to members in their primary language with oral interpreters in over 150 languages, TTY assistance for hearing-impaired members, face-to-face interpreters, including American Sign Language, and written materials translated into threshold languages. The program provides materials in alternative formats, including Braille, large font and audio upon request.
- Educates providers and associates on state and National Committee for Quality Assurance (NCQA) requirements. Training efforts include, but are not limited to, providing a comprehensive understanding of accessibility and physical, sensory or cognitive impairments where environmental factors may be a consideration for access to services.
- Makes resources available online with the Cultural Competency tool. A full description of our Cultural and Linguistic program is available in hard copy upon request.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.