

Provider Update

Understanding the cultural and linguistic needs of patients

Like you, we aim to effectively serve the needs of diverse patients. It's important for all of us to be aware of the cultural and linguistic needs of our communities. Please help us promote your language services and multicultural capabilities by taking this brief five-minute language survey about your practice.

Link: <https://www.surveymonkey.com/r/CTJ8682>

Iowa language population data

Understanding the language capabilities of your practice is important, and we want to make our members aware of the language support available from your practice. For this reason, we are sharing recent data about the languages currently spoken by 5 percent or 1,000 eligible members in Iowa (Source: American Community Survey, 2015 American Community Survey 5-Year Estimates).

Languages currently spoken by 5% or 1,000 eligible members in Iowa (listed in alphabetical order)	
Arabic	Japanese
Armenian	Korean
Chinese	Laotian
Croatian	Persian
Cambodian	Portuguese or Portuguese Creole
French (including Patois, Cajun)	Russian
French Creole	Spanish or Spanish Creole
German	Tagalog
Hindi	Thai
Hmong	Vietnamese

Language support services

As a reminder, we provide language assistance services for our members with limited English proficiency or hearing, speech or visual impairments. Please see the provider manual for details on what is available and how to access resources. In addition, we have several resources available to you and your practice that can provide guidance on communicating and serving diverse populations effectively.

Cultural Competency Toolkit

Diverse cultural backgrounds of patients may present frequent challenges in their receipt of quality health care. Health care providers need a practical set of tools that will enable them to become culturally aware and proficient. This will assist in our pursuit to provide a positive, rewarding and quality care experience to all patients.

The information in this update may be an update or change to your provider manual. Find the most current manual at:
<https://providers.amerigroup.com/ia>



Amerigroup Iowa, Inc. offers a *Cultural Competency Toolkit* containing information, tips and resources regarding language, interpreter services, cross-cultural issues and more. Included within this toolkit are:

- Encounter tips for providers and their staff.
- Help in identifying literacy problems.
- An interview guide for hiring clinical staff.
- Tips for locating and working with interpreters.
- Common signs and common sentences in many languages.
- *I Speak* cards to help identify patients' preferred language. (The cards can be posted in provider offices and/or given to patients.)
- A sample employee language skills self-assessment tool to help you evaluate the language skills of your staff.

How to locate cultural competency resources

To locate the *Cultural Competency Toolkit*:

1. Go to <https://providers.amerigroup.com/ia/Pages/ia.aspx>.
2. Under the heading *Provider Resources & Documents* on the left, select **Training Programs** and then select ***Cultural Competency Toolkit***.

Direct web link:

https://providers.amerigroup.com/ProviderDocuments/IAIA_CAID_CulturalCompetencyToolkit.pdf