Assess and Strengthen Your Cultural Competency:  
Training Available September 1

**Summary:** Visit our provider website on or after September 1, 2012, and take our Cultural Competency Training for providers.

**What this means to you:** We strongly encourage you and your staff to take this computer-based training to assess and strengthen your cultural competency to better serve our members.

**Why is this training important to health care providers?**
The perception of illnesses, diseases and their causes varies by culture. Culture and socioeconomic concerns influence help-seeking behaviors and attitudes toward health care providers and services. When patients increase their understanding of symptoms and compliance with treatment plans and follow-up activities, providers may also experience increased:

- Job satisfaction from seeing better quality of life and health for patients
- Potential for higher quality scores
- Potential for financial rewards from managed care organizations’ quality incentive programs

**How do I access the online training?**
To take our training, log on to providers.amerigroup.com and go to Tools → Help & Reference → Tutorials & Training.

**What resources and tools are available to help providers to better serve culturally diverse patients?**
We are committed to recognizing and proactively responding to disparities in the provision of health care services. We provide a variety of resources to help you communicate with all of our members:

- Interpreter services (see your provider manual for market-specific services)
- Materials available in several languages upon request
- Culturally diverse providers and staff who speak a variety of languages
- TTY relay telephone service for members who are deaf or hard of hearing

For more information about services for a member, refer to your provider manual or contact your Provider Relations representative.

**What if I need further assistance?**
If you have questions about this communication, received this fax in error or need assistance with any other item, call Provider Services at the toll-free phone numbers below:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589