



**AmeriHealth Caritas**<sup>™</sup>  
District of Columbia

**To:** All AmeriHealth Caritas District of Columbia Providers

**Date:** April 16, 2019

**From:** Melanie Sage, MSN, RN, CPHQ, Director, Quality Management

**Subject: Culturally and Linguistically Appropriate Services (CLAS) and Patient Health**

The **Culturally and Linguistically Appropriate Services (CLAS)** standards of the U.S. Department of Health and Human Services Office of Minority Health encourage all health care providers to:

- Provide effective, understandable and respectful care to all members in a manner compatible with the member's cultural health beliefs and practices of preferred language/ format
- Implement strategies to recruit, retain and promote a diverse office staff and organizational leadership representative of the demographics in your service area
- Educate and train staff at all levels, across all disciplines, in the delivery of culturally and linguistically appropriate services
- Establish written policies to provide interpreter services for health plan members upon request
- Routinely document preferred language or format, such as Braille, audio, or large type, in all member medical records

We at AmeriHealth Caritas District of Columbia (DC) use the CLAS standards as a guide to work toward health equity for all our members. Together with you - our providers - we help each of our members achieve the highest possible level of health. We can accomplish this through adapting care plans to meet the cultural and language needs of our members.

To attain this goal, we would like to share some of the characteristics of the people we serve with you.

Did you know?

- Over 10% percent of our members are Hispanic; 8.79% percent list Spanish as their preferred language.
- Over 1,300 of our members report Amharic as their preferred language.



# AmeriHealth Caritas™

## District of Columbia

- Over 80% of AmeriHealth Caritas DC's member population resides in Wards 1, 4, 5, 7, or 8; Spanish, various African languages, and French are the top three languages (other than English) spoken in the home for each of those Wards.

These numbers may seem small, but the impact to individual members and their communities you see is enormous. We have resources available to help our providers provide culturally appropriate services.

- Visit the Cultural Competency Provider Page at: [www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com) > **Provider > Resources > Cultural competency** to find free continuing medical education (CME) training offered online by the Office of Minority Health (OMH).
- Take our online provider training on CLAS by going to [www.amerhealthcaritasdc.com](http://www.amerhealthcaritasdc.com) > **Provider > Education and training.**
- When you check eligibility on NaviNet, the system alerts you to non-English speakers, which is a helpful tool to pre-screen patients to be able to address any language barriers or special needs prior to an appointment.

Sincerely,

Melanie Sage, MSN, RN, CPHQ  
Director, Quality Management