

Network Provider Update

To: Medi-Cal network participants

November 2023

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Subject: All Plan Letter 23-025: Diversity, Equity, and Inclusion Training Program Requirements

The Department of Health Care Services (DHCS) recently issued [All Plan Letter \(APL\) 23-025](#), "Diversity, Equity, and Inclusion Training Program Requirements." We are sharing a summary of this APL with you to ensure you are aware of the information, and you can apply the information to your practice or facility operations, where appropriate.

APL 23-025 provides guidance for Diversity, Equity, and Inclusion (DEI) training programs intended for staff and network providers who work with managed care plans (MCPs) such as Blue Shield of California Promise Health Plan.

APL summary

- The APL advises MCPs to develop a DEI training program that includes sensitivity, diversity, cultural competency and cultural humility, and health equity trainings for all MCP staff and network providers, including subcontractors. Appendix A outlines the implementation timeline.
 - On January 1, 2024, MCPs will begin training development and planning.
 - From July 1, 2025, to December 31, 2025, training completion will be required for all MCP staff, contractors, subcontractors, downstream subcontractors, and network providers.
- DEI trainings will be specific to member demographics and align with the National Committee for Quality Assurance Health Equity Accreditation Standards.
- The MCP's Chief Health Equity Officer (CHEO) will oversee the DEI training program and review all training materials. They will evaluate the program on an ongoing basis, at least annually.
- MCPs will monitor DEI training completion and develop a plan of action for when an individual has a grievance filed against them concerning discrimination. MCPs will then deliver an annual report about their DEI training program to the Quality Improvement and Health Equity Committee.
- APL 23-025 includes guidelines for DEI training content, with the overall goal that the program be specific to the region and consider the health-related social needs of the counties served.
- The APL advises MCPs to deliver DEI training to new MCP staff, providers, and subcontractors within 90 days of their start date.
- MCPs located in the same county are advised to collaborate on DEI training content, so that if someone completes the training for one MCP it will count for having completed it for all MCPs in the same area (attestation required).
- The CHEO will incorporate the DEI training program with the Quality Improvement and Health Equity Transformation Program (QIHETP). APL 23-025 lists components of the DEI training program

that should be evaluated as part of the QIHETP measurement process, based on the data points included in Appendix B.

This summary is only meant as a brief description of the APL. Please see the APL itself for additional background and the complete requirements. The full text of APL 23-025 may be found at this URL: <https://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL2023/APL23-025.pdf> (Links to the DHCS.ca.gov website will take you off of the Blue Shield Promise website.)

If you have questions about applying a benefit to Blue Shield Promise members, please contact Blue Shield Promise Provider Services via Live Chat after logging in at www.blueshieldca.com/provider or call **(800) 468-9935** from 6 a.m. to 6:30 p.m., Monday through Friday.