






Cultural Competency Resources

What is Cultural Competency?

Cultural Competency is a set of attitudes, behaviors, and policies that enable people to work effectively in cross-cultural situations. We serve a diverse patient population. *The ability to understand and relate to different cultures can help you communicate effectively with your patients.*

Meridian Cultural Competency Resources

Cultural Competency	Meridian Resources
 Health Disparities	<p>Meridian regularly reviews health disparities among patients to identify their needs and tailor outreach to engage them in their health care. Identified disparities include adult preventive health visits and chlamydia screenings. Meridian provides education via social media, mailings, telephonic outreach, and emails to patients</p>
 Translation Services	<p>Meridian offers free translation services for all patients who speak languages other than English through Pan American Health Languages and Services (PALS)</p> <p>PALS/Translation Service: 877-456-3365 (Customer Code: 2221)</p>
 Developmental Disabilities	<p>All patients with developmental disabilities are encouraged to speak with a care coordinator (CC) who can connect them with resources or even apply for waivers</p>
 Transportation	<p>Patients are able to get to and from scheduled appointments with providers via Meridian's transportation partner, Medical Transportation Management (MTM)</p> <p>MTM: 866-796-1165</p>
 Cultural Competency Work Group	<p>The Cultural Competency Work Group is a committee that consists of Meridian's Quality Improvement associates and members with the goal of collecting member feedback to better serve Meridian members' cultural needs. This committee is made up of at least 51 percent members. In 2018, there were three QI associates and 10 members who met to discuss barriers and opportunities</p>

