

Resources to Support your Diverse Patient Panel





As patient panels grow more diverse and needs become more complex, providers and their office staff need more support to help address Healthy Blue patients' needs. Blue Cross and Blue Shield of North Carolina wants to help.

Cultural competency resources, including a Cultural Competency Training, are available at <https://provider.healthybluenc.com> > Resources > Healthy Blue Training Academy.

The Cultural Competency Training offers:

- Information on the impact of culture, including language, on healthcare.
- A cultural competency continuum that can help you assess your level of cultural competency.
- Suggestions for working effectively with interpreters.
- Guidance on supporting patients with disabilities and adhering to federal requirements.

The screenshot shows the 'Healthy Blue Training Academy' page. At the top, there is a navigation bar with 'Blue Cross Blue Shield of North Carolina' and 'HealthyBlue' logos, and 'Medicaid Providers' on the right. Below the navigation bar, the page title 'Healthy Blue Training Academy' is displayed. The main content area is titled 'Cultural competency resources' and includes a paragraph explaining the importance of cultural competency for providers. Below this, there are three sections: 'My Diverse Patients', 'Improving patient experience', and 'Cultural competency and patient engagement'. Each section has a brief description and a link to the resource. At the bottom, there is a 'Caring for Diverse Populations Toolkit' section with a link to the toolkit.

Three versions of Healthy Blue trainings are available, based on North Carolina's geographic regions and the diverse tribal communities in those areas. Each version contains the following topics for the American Indian/ Alaska Native (AI/ AN) communities residing in the respective regions:

- Demographics
- Prevalent health issues and considerations for overall AI/ AN population
- Prevalent health issues and considerations for AI/ AN population in North Carolina
- Important considerations in provider/ patient interactions

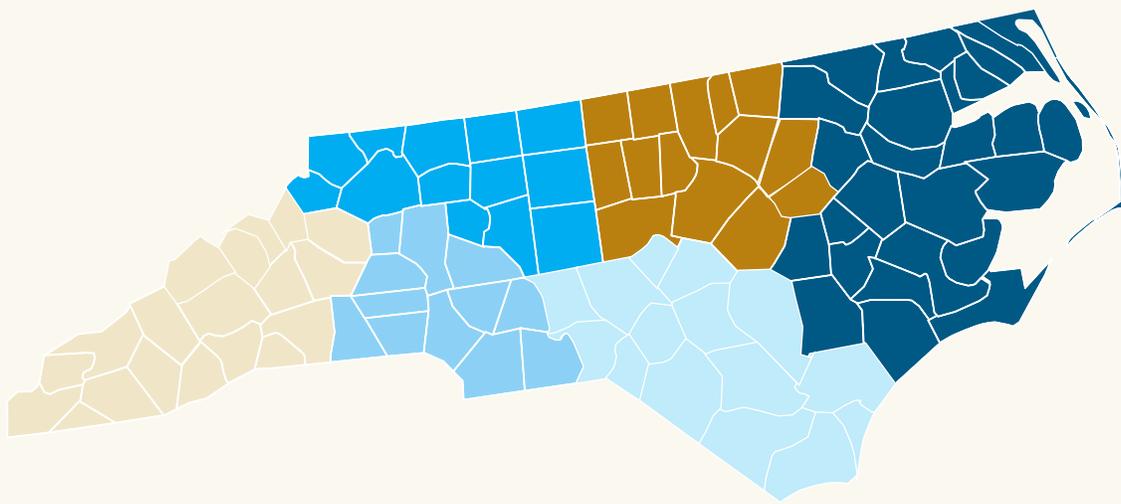
The remainder of the content is consistent in each version.

Which training do I choose?

If you practice in more than one region, you can choose to take the training for the region where you have the highest volume of participating members. However, it is important to review the American Tribal Community information for the other regions you support, to help provide the best possible care to your diverse patients.

Medicaid Managed Care Regions¹

Region 1	Region 2	Region 3	Region 4	Region 5	Region 6
Avery	Alleghany	Alexander	Alamance	Bladen	Beaufort
Buncombe	Ashe	Anson	Caswell	Brunswick	Bertie
Burke	Davidson	Cabarrus	Chatham	Columbus	Camden
Caldwell	Davie	Catawba	Durham	Cumberland	Carteret
Cherokee	Forsyth	Cleveland	Franklin	Harnett	Chowan
Clay	Guilford	Gaston	Granville	Hoke	Craven
Graham	Randolph	Iredell	Johnston	Lee	Currituck
Haywood	Rockingham	Lincoln	Nash	Montgomery	Dare
Henderson	Stokes	Mecklenburg	Orange	Moore	Duplin
Jackson	Surry	Rowan	Person	New Hanover	Edgecombe
Macon	Watauga	Stanly	Vance	Pender	Gates
Madison	Wilkes	Union	Wake	Richmond	Greene
McDowell	Yadkin		Warren	Robeson	Halifax
Mitchell			Wilson	Sampson	Herford
Polk				Scotland	Hyde
Rutherford					Jones
Swain					Lenoir
Transylvania					Martin
Yancey					Northampton
					Onslow
					Pamlico
					Pasquotank
					Perquimans
					Pitt
					Tyrrell
					Washington
					Wayne



Footnote:

1 Division of Health Benefits – NC Medicaid Enrollment Broker Update. (2020). Retrieved from <https://www.communitycarephysiciannetwork.com/medicaid-transformation-info/medicaid-managed-care-regions>

North Carolina Tribal and Urban Communities¹

State and Federally Recognized Tribes:

Areas in color indicate counties where the eight recognized tribes of North Carolina reside.

- Coharie (*Harnett and Sampson*)
- *Eastern Band of Cherokee Indians (*Cherokee, Clay, Cgraham, Jackson, Macon and Swain*)
- Haliwa-Saponi (*Halifax and Warren*)
- Lumbee (*Hoke, Robeson and Scotland*)
- Meherrin (*Hertford, Northampton, Gates and Bertie*)
- Occaneechi Band of the Saponi Nation (*Alamance, Caswell and Orange*)
- Sappony (*Person*)
- Waccamaw Siouan (*Bladan and Columbus*)

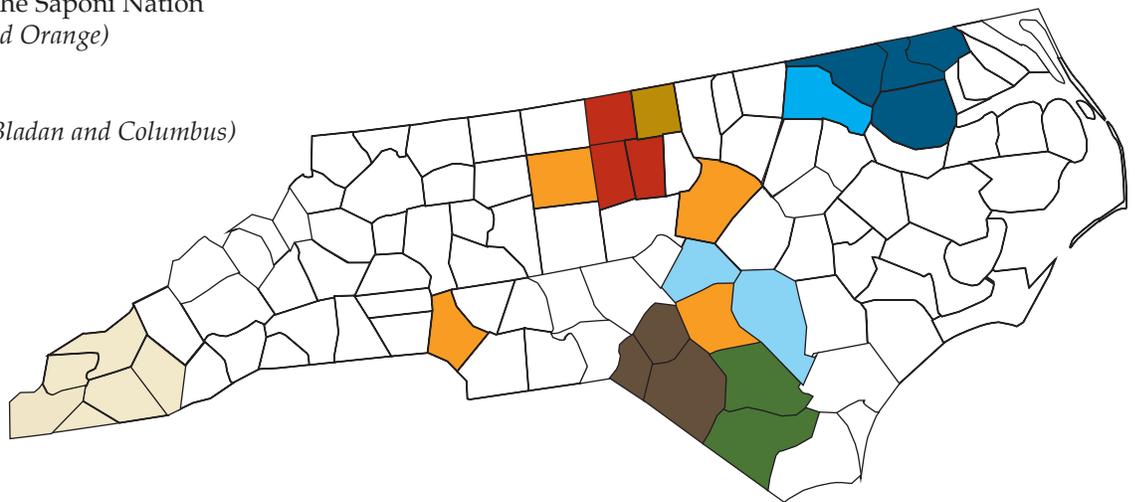
* Federally recognized

Urban Indian Organizations

(Holding membership on the NC Commission of Indian Affairs):

- Cumberland County Association for Indian People
- Guilford Native American Association
- Metrolina Native American Association
- Triangle Native American Society

Counties in ● (Mecklenberg, Guilford, Cumberland and Wade) = locations of American Indian Associations



How can I confirm completion of the training?

Once you have reviewed the training in its entirety, complete the course evaluation at the end to confirm that you have completed the training. The course evaluation will require you to enter your name and National Provider Identifier to track completion at the individual provider level.

Within a week of completing training, the provider's directory profile will display that they have completed the Cultural Competency Training.

The course evaluation information must be completed in order to confirm that you have completed the Cultural Competency Training.

Footnote:

1 NC Commission of Indian Affairs. (2015). Map of NC Tribal Communities. Retrieved from <https://ncadmin.nc.gov/citizens/american-indians/map-nc-tribal-communities>

<https://provider.healthybluenc.com>

Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross and Blue Shield Association. ® Marks of the Blue Cross and Blue Shield Association.