

Provider Bulletin

Molina Healthcare of California

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April 18, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

Molina's Diversity, Equity, and Inclusion Training Videos

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to all lines of business.

What you need to know:

MHC's Diversity, Equity, and Inclusion (DEI): Training for Healthcare Providers and Staff consists of six training videos ranging from five to ten minutes each. Providers and office staff may participate in all six training modules or just one, depending on topics of interest. Molina utilizes an annual online attestation form to track and report on provider participation/completion. **This training is a regulatory requirement and an extension of your contract.**

Module 1: Introduction to Cultural Competency

This course discusses the need for cultural competency, how culture impacts health care, implicit bias, and federal requirements related to cultural competency (e.g., the Affordable Care Act and the Americans with Disabilities Act).

Module 2: Health Disparities

Examples of racial health disparities and health disparities among persons with disabilities, health equity, and social determinants of health.

Module 3: Specific Population Focus – Seniors and Persons with Disabilities

Social model of disability and accepted protocol and language of the Independent Living/Disability Rights Movement.

Module 4: Specific Population Focus – LGBTQ and Immigrants/Refugees

Health disparities among the LGBTQ population, clear communication guidelines for healthcare providers interacting with LGBTQ patients, disparities among immigrant and refugee

Provider Action

The DEI training modules are available at the MHC website on the Culturally and Linguistically Appropriate Resources page listed under Provider Trainings.

Access the training at:

molinahealthcare.com/providers/ca/medicaid/resource/cme.aspx.

Upon completion of your training, please submit the form below:

docs.google.com/forms/d/e/1FAIpQLSeZGPuceQw-RydQDJ3xLcfau5rIsI0AXjrkhPJ_CLeeKzGImA/viewform.



healthcare providers interacting with immigrant and refugee patients.

Module 5: Becoming Culturally Competent

Perspective-taking, clear communication guidelines, tips for effective listening, assisting patients whose preferred language is not English, tips for working with an interpreter, the teach-back method, and Molina’s language access services.

Module 6: Implicit Bias Training

This course utilizes evidence-based learning on understanding bias in perinatal care, reproductive justice, and maternal health, as well as strategies to protect yourself and your patients from bias. The required course is free, 1 hour long, and asynchronous.

What if you need assistance?

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

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