



# Cultural Competency Plan

## 2018

Approved by:  
Quality Improvement Committee: 04/26/2018  
Compliance Committee: 04/26/2018  
Board of Directors:

## I. Introduction

Argus Dental & Vision, Inc. was founded by a Florida dentist to provide dental and vision benefits that offer value and quality to members. Argus is owned and operated by professionals with extensive experience in the insurance and healthcare industries. The total executive and management experience combines over one hundred years of knowledge with an excellent historical record of successful benefits implementation for millions of members. Argus' mission is to deliver a superior product through a strong provider network. The success of this mission focuses on providing consistent quality care that works in conjunction with efforts to also promote cultural sensitivity and awareness in the delivery of our services.

Argus has implemented a **Cultural Competency Plan** (CCP) to address issues of disparities and bias that can affect the quality of healthcare. Argus is keenly aware that it provides services to a population that is continuously evolving into a highly diverse and multicultural population. Our goal is to provide services to members in a manner sensitive to the cultural background, religious beliefs, values and traditions. Furthermore, Argus strives to provide all information in a culturally competent manner that assists all individuals in obtaining healthcare services. This includes those with limited English proficiency or reading skills, diverse cultural and ethnic backgrounds or physical-mental disability issues.

The role and objectives of the **Cultural Competency Plan** are to meet all standards to assure that members receive services in a manner that is responsive to their cultural and linguistic needs while monitoring for disparities occurring in our network. Argus carries out continuous efforts to monitor and evaluate the effectiveness of the CCP and will implement interventions to meet our standards and objectives.

## II. Overall Program Objectives

Argus' **Cultural Competency Plan** primarily focuses its objectives on the National Culturally and Linguistically Appropriate Services (CLAS) Standards. These standards were developed by the United States Department of Health and Human Services' Office of Minority Health and provide fifteen (15) standards. These Standards "are intended to advance health equity, improve quality and help eliminate health care disparities by establishing a blueprint for health and health care organizations." <https://www.thinkculturalhealth.hhs.gov/clas/standards>.

The 15 National CLAS Standards are:

### Principal Standard:

1. Provide effective, equitable, understandable, and respectful quality care and services that are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

**Governance, Leadership, and Workforce:**

2. Advance and sustain organizational governance and leadership that promotes CLAS and health equity through policy, practices, and allocated resources.
3. Recruit, promote, and support a culturally and linguistically diverse governance, leadership, and workforce that are responsive to the population in the service area.
4. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.

**Communication and Language Assistance:**

5. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
6. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
7. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.
8. Provide easy-to-understand print and multimedia materials and signage in the languages commonly used by the populations in the service area.

**Engagement, Continuous Improvement, and Accountability:**

9. Establish culturally and linguistically appropriate goals, policies, and management accountability, and infuse them throughout the organization's planning and operations.
10. Conduct ongoing assessments of the organization's CLAS-related activities and integrate CLAS-related measures into measurement and continuous quality improvement activities.
11. Collect and maintain accurate and reliable demographic data to monitor and evaluate the impact of CLAS on health equity and outcomes and to inform service delivery.
12. Conduct regular assessments of community health assets and needs and use the results to plan and implement services that respond to the cultural and linguistic diversity of populations in the service area.
13. Partner with the community to design, implement, and evaluate policies, practices, and services to ensure cultural and linguistic appropriateness.
14. Create conflict and grievance resolution processes that are culturally and linguistically appropriate to identify, prevent, and resolve conflicts or complaints.
15. Communicate the organization's progress in implementing and sustaining CLAS to all stakeholders, constituents, and the general public.

In alignment with the National CLAS Standards and other indicated national standards, Argus will ensure the provision of Culturally Competent Care to ensure that our members experience culturally and linguistically competent care that is respectful of their values, preferences, and expressed needs by meeting the following objectives:

- Maintain a diverse workforce across all levels and disciplines that adequately mirrors the demographic characteristics of the service areas.
- Provide ongoing education and training on culturally and linguistically appropriate delivery of service to all staff at all levels and across all disciplines.
- Have interpreter services available and coordinated at the member's request through the Customer Care Center and other Argus Staff members who interact directly with our members. This service is to be provided at no cost to our members.
- Assure the competency of language assistance services and ensure that friends and family are not providing interpretation services (except upon request by and with the informed consent of the family member).
- Increase the availability of written materials and resources to be provided in English and Spanish and to establish other foreign languages spoken that comprise 5% of the total population. Members may request materials or materials in alternative formats when communicating with Argus representatives.

### III. Accountability and Reporting Structure

Argus' Quality Improvement Committee (QIC) provides oversight for the **Cultural Competency Plan (CCP)** & Program:

a. In accordance with 42 CFR 438.206 of the United States Federal Register, Argus Dental & Vision, Inc. shall have a comprehensive written Cultural Competency Plan (CCP) describing how our program acts to ensure that services are provided in a culturally competent manner to all our members, including those with limited English proficiency. The CCP must describe how providers, Argus Dental & Vision, Inc. employees and systems will effectively provide services to people of all cultures, races, ethnic backgrounds, ages and religions, as well as those with disabilities, in a manner that recognizes values, affirms, and respects the worth of the individual and protects and preserves the dignity of each. The CCP shall be updated annually and submitted to Argus' Quality Improvement Committee (QIC) for approval of implementation.

b. Argus may elect to distribute a summary of the CCP to network providers that will be offered at no charge to the provider. Argus may also initiate the ability to access the full CCP on our organization's website.

c. Argus shall complete an annual evaluation of the effectiveness of its CCP during the previous calendar year. This evaluation includes results from member satisfaction surveys, member grievances, member appeals, provider surveys and other forms of provider feedback. The Quality Improvement staff may track and trend any issues identified in the evaluation and shall implement interventions to improve the provision of services. A description of the evaluation, the analysis of the results and interventions to be

implemented will be included within Argus' Quality Management Program Annual Evaluation. This Annual Evaluation will be submitted to the Argus Quality Improvement Committee for review and approval.

## **IV. Roles and Responsibilities**

### **Recruitment**

Argus is committed to a diverse workforce across all levels of the organization that adequately reflects our membership population and the cultural and linguistic diversity of the communities and members served. Importantly, this includes maintaining a practitioner network capable of servicing its diverse membership and is responsive to all member cultural and linguistic needs and preferences.

Argus will review provider demographic data as well as the member demographic data of each region serviced. The analysis will be reviewed to identify any opportunities for improvement to reflect the cultural and linguistic needs of the members served.

### **Education, Training, and Development**

Argus has a system to ensure that all personnel receive education on providing culturally and linguistically appropriate service delivery. Argus continues efforts to continuously revise its personnel training to align with National CLAS Standards and other indicated national standards, i.e. the Americans with Disabilities Act. The Compliance Officer or designee will ensure that training for every new associate is completed as well as annually for all associates.

Provider education is an ongoing activity at Argus and will include information concerning CLAS and other indicated national standards.

### **Cultural Competency Work-Plan**

Argus maintains an annual organization-wide Quality Management Work Plan with a list of measurable goals designed to improve the quality of the treatment and services it provides. This Work Plan includes the provision of culturally and linguistically appropriate services and to reduce healthcare delivery disparities. The plan is reviewed for approval by the Quality Improvement Committee (QIC).

### **Language Access Services**

Argus ensures that all members have access to services in their preferred language by the following measures:

- The Customer Care Call Center will be staffed with sufficient bi-lingual personnel to accommodate the diverse linguistic needs of our membership.
- All staff with member and provider contact have access to a telephonic language interpretation service that is free of charge to the member. This service provides translation in more than 170 languages to enable communication to the member in their preferred language. Argus staff is trained in utilizing the service.

- Member materials are made available in Spanish. Members who indicate a preference in a language other than English will receive member materials, such as handbooks, in their requested language and at no additional cost to the member. Argus will continue to investigate additional sources for educational and informational materials available in multiple languages and make these materials available as specified.
- Argus' Customer Care associates have access to a relay service to support handling of Text Telephone (TTY) and Telecommunication Device for the Deaf (TDD) phone calls. Argus continues to make members and providers aware that this TTY/TTD service is available.

### **Competency of Language Access Services**

It is the policy of Argus to communicate with members in their preferred language, including TTY/TTD, and in a timely manner. Argus accommodates this function through internal policy and procedures as well as Argus' contracts with subcontracted interpretation and translation vendors. Argus monitors members' preferred languages to identify new linguistic trends to assess any required changes in services as necessary.

To ensure accurate, objective, and confidential communication, Argus never requires or suggests family, friends, or other unqualified individuals are utilized as interpreters. Argus contracts with competent interpreters and translators that ensure the accuracy of the language services provided. Argus will utilize external translation services for all written materials as required.

Argus understands it is necessary for staff performing bilingual functions to be proficient and qualified. Bilingual staff communicating directly with members in their preferred language must demonstrate proficiency in both English and the member's preferred language.

Argus will monitor the language line interpretation service by review and analysis of call recordings for outbound calls for Argus's Customer Care associates to the language translation service. The quality monitoring is to ensure that all interactions between the member, Argus staff, and the interpreter are meeting or exceeding Argus' internal quality standards and requirement that all members experience care that is respectful of their values, cultural or language preferences, and expressed needs.

Argus's quality monitoring of the language line service will be reported no less than quarterly to Argus' Customer Care Management, Quality Improvement Committee and Board of Directors.

### **Member Data**

Membership demographic data is to be monitored on a regular basis to accurately plan for and to implement services that respond to cultural and linguistic characteristics of the service areas.

### **Community Partnerships**

Argus is committed to increasing collaborative partnerships with both community agencies and members with the goal to involve them in the design, implementation, and monitoring of our cultural competency related activities. Argus will utilize Cultural Competency Program information to participate in community special events and outreach activities.

## Member Complaints

Argus actively monitors its member complaints and seeks to identify any National CLAS Standards and other cultural competency related issues as an opportunity for improvement in delivery of care. Argus continuously works to ensure that complaint and grievance resolution processes are sensitive to the members' cultural and linguistic needs or preferences. In an effort to identify, prevent, and resolve cultural conflicts or complaints, Argus ensures that:

- Customer Care staff will be available to assist members throughout the complaint process and will implement and facilitate any language translation service that may be required.
- All communication materials, including denial letters, are provided with instructions detailing how to access member materials and/or assistance in the member's preferred language. Argus will continue efforts to provide member materials, such as denial letters, in both English and Spanish.
- All member complaints related to cultural competency are directed to Argus' Quality Improvement Committee (QIC) for review.

## Policy Review

Argus' Cultural Competency Plan and any related policies are reviewed at a minimum of no less than annually and/or on an as needed basis by the Quality Improvement Committee, Compliance Committee, and Argus Board of Directors. A copy of Argus' ***Cultural Competency Plan*** is available at no charge upon request by contacting the Compliance Department.