

# Provider Bulletin

Molina Healthcare of California

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January 10, 2025

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## Transgender, Gender Diverse or Intersex Cultural Competency Training Program and Provider Directory Requirements APL 24-017

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

### **What you need to know:**

The purpose of this APL is to provide Medi-Cal managed care plans (MCPs) with guidance regarding the transgender, gender diverse, intersex (TGI) cultural competency training program and Provider Directory changes required by Senate Bill (SB) 923 for the purpose of providing trans-inclusive health care to MCP Members.

### **BACKGROUND**

SB 923, the TGI Inclusive Care Act, established requirements to improve trans-inclusive health care in California. A TGI Working Group was created to develop training standards and gather community input. Trans-inclusive care emphasizes respecting bodily autonomy, avoiding gender assumptions, and treating all individuals with compassion and respect. This APL outlines key recommendations and requirements for MHC to implement.

### **POLICY**

The letter mandates that MHC require all staff, subcontractors, and downstream subcontractors who have direct contact with Members to complete evidence-based cultural competency training focused on providing trans-inclusive health care to individuals identifying as TGI.

### **When this is happening:**

The initial training must be completed no later than **March 1, 2025**.

## Provider Action

This notification is based on APL 24-017, which can be found in full on the Department of Health Care Services (DHCS) website at [dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-017.pdf](https://dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/APL%202024/APL24-017.pdf)



## **What you need to know CONT:**

### **TRAINING AND COMPLIANCE RESPONSIBILITIES**

- This training must be conducted every two years or more frequently if necessary.
- MHC is instructed to collaborate with TGI-serving organizations to develop and facilitate the training curriculum, ensuring it encompasses topics recommended by the TGI Working Group.
- MHC must submit a signed attestation to DHCS every two years, confirming the completion of the required training by all relevant personnel.
  - The attestation must also confirm that all newly hired staff, subcontractors, and downstream subcontractors in direct contact with Members will complete the trans-inclusive health care cultural competency training within 45 days of hire and every two years thereafter.
- MHC must have policies and procedures to track and report grievances made against individuals for failure to provide trans-inclusive care.
  - If a grievance is decided in the Member's favor, the applicable individual(s) must retake the trans-inclusive health care cultural competency training within 45 days and before having direct contact with Members again.
- No later than March 1, 2025, MHC must update provider directories, to accurately reflect providers' proficiency in providing trans-inclusive health care, thereby assisting Members in making informed choices about their care.

These measures aim to enhance the quality of care and ensure equitable treatment for TGI individuals within the Medi-Cal program.

### **What if you need assistance?**

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

<b>Service County Area</b>	<b>Provider Relations Representative</b>	<b>Contact Number</b>	<b>Email Address</b>
Los Angeles County	Clemente Arias	562-517-1014	<a href="mailto:Clemente.Arias@molinahealthcare.com">Clemente.Arias@molinahealthcare.com</a>
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	Anita White	562-980-3947	<a href="mailto:Princess.White@molinahealthcare.com">Princess.White@molinahealthcare.com</a>
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Please include the provider's name, NPI, county, and fax number, and you will be removed within 30 days.

Riverside County	Patricia Melendez	562-549-3957	<a href="mailto:Patricia.Melendez@molinahealthcare.com">Patricia.Melendez@molinahealthcare.com</a>
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<b>California Facilities (Hospitals, SNFs, CBAS, ICF/DD &amp; ASC Providers)</b>	<b>Facility Representative</b>	<b>Contact Number</b>	<b>Email Address</b>
San Diego & Sacramento, California Facilities	Dolores Ramos	562-549-4900	<a href="mailto:Dolores.Ramos@molinahealthcare.com">Dolores.Ramos@molinahealthcare.com</a>
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