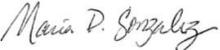


Network Provider Update

To: Medi-Cal Network Participants

November 2020

From: Maria D. Gonzalez 
Director, Provider Services - Network

Subject: Free training – A Physician’s Practical Guide to Culturally Competent Care

Blue Shield of California Promise Health Plan is dedicated to reducing healthcare disparities among cultural minority groups that exist within our communities. To increase knowledge and awareness of cultural and linguistically appropriate services (CLAS), we are sharing the following *free* e-learning accredited program. This program provides Continuing Education Units (CEU) credits for physicians, physician assistants, nurse practitioners and any other direct service providers interested in learning about CLAS.

Cultural competency training

We encourage you to attend [A Physician's Practical Guide to Culturally Competent Care](#). This training covers the fundamentals of CLAS, communication and language assistance, including how to work effectively with an interpreter, and so much more.

Please visit the following website to access this free online program:

<https://thinkculturalhealth.hhs.gov/education/physicians>

For more CLAS information and resources, plus other services, [visit the Blue Shield Promise provider website](#).