## POLICY PURPOSE

To demonstrate Troy Medicare’s assessment and evaluation of the cultural and linguistic needs of its population.

## SCOPE

This policy applies to the entire Medicare Advantage population and Troy Medicare staff.

## REFERENCES

*Medicare Managed Care Manual: Ch. 5, Section 20.2.1, Model of Care Elements §422.112 (a)(8)*

## RESPONSIBLE PARTIES

- Senior Director of Quality

## DEFINITIONS

- N/A

## POLICY

Troy Medicare assesses the linguistic and cultural needs and preferences of its population to ensure appropriate identification of members. These results are collected and analyzed to effectively communicate and engage the plan’s membership to better assist with coordination of care, identify potential barriers to optimizing our member’s health.
PROCEDURE

The Quality Improvement team will collect and analyze information from multiple data sources to determine racial, cultural, ethnic and linguistic needs of members and will report a summary of its findings and opportunities for improvement to the QI Committee on at least a quarterly basis.

Data sources that may be used include:

- CAHPS® survey data
- HEDIS® data
- Health Risk Assessment data
- Grievances and Complaints data
- Sales and marketing team data
- Enrollment data

Opportunities for quality improvement will be addressed by the Quality Improvement team with the appropriate business owner and stakeholders.

ATTACHMENTS/RELATED POLICIES/STANDARD OPERATING PROCEDURES

- Related Policy A: 002_P&P_Quality_CAHPS

APPROVALS

[Signature]

Head of Quality

11 / 11 / 2022

Date: