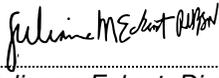
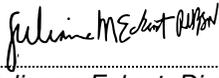
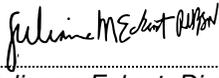


Policy Title:	Monitoring for Cultural and Linguistic Needs							
Department:	Clinical Quality Improvement							
Policy Number:	CQI-19							
Issue Day:	Effective Date: 09/01/20							
Next Review Date: 12/2/21	Revision Dates: 11/15/20							
<table border="1" style="width: 100%;"> <tr> <td>Approved By:</td> <td></td> </tr> <tr> <td></td> <td>12/2/20</td> </tr> <tr> <td>Julianne Eckert, Director of Clinical Quality Improvement</td> <td>Date</td> </tr> </table>		Approved By:			12/2/20	Julianne Eckert, Director of Clinical Quality Improvement	Date	
Approved By:								
	12/2/20							
Julianne Eckert, Director of Clinical Quality Improvement	Date							
REFERENCE:	Medicare Managed Care Manual Ch. 5 Quality Assessment, Section 20.2.1 Model of Care Elements: §422.112(a)(8)							

Purpose: To demonstrate Clover Health’s assessment and evaluation of the cultural and linguistic needs of its population.

Scope: Medicare Advantage

Policy:
Clover Health 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.

Definitions: N/A

Procedure:
The Clinical 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 QIC on at least a quarterly basis. Data sources that may be used include:

- CAHPS survey data
- HEDIS data
- Clinical program assessment data
- Health Risk Assessment data
- Clover Assistant
- Grievance and Complaint data

- CRM (e.g. mission control, salesforce) data
- Enrollment data

Quality Improvement opportunities will be addressed by the Clinical Quality Improvement team with the appropriate business owner and stakeholders. Results of actions taken will be provided to QIC.

Related Policies:

Attachments:

New, Revised or Reviewed/ No Changes	Previous Policy Name, If Applicable/Description of Changes	Department Lead Approval (Name)	Date Department Lead Approved	Date Policy Committee Approved
New		Julianne Eckert		
Review	Annual Review	Julianne Eckert	11/15/20	12/2/20