



Cultural Competency & Health Outcomes Toolkit for Providers

Trainings/Education

- **Aetna Better Health Member Website:**
 - <https://www.aetnabetterhealth.com/texas/contact-us.html>
 - Language/interpreter services at no cost during medical visit (includes in-person interpreter, and sign language): call Member Services at least two business days in advance
 - Member Services can also assist with Service Coordination/Case Management referral

- **Aetna Better Health Provider Website** offers the following for our Providers and their staff:
 - www.aetnabetterhealth.com/texas/providers/training-orientation.html#
Provides external links in “[Helpful Training Links](#)” section for Health Equity/Outcomes, Trauma-informed Care, BH Training, Individuals with Intellectual & Developmental Disabilities Training, etc
 - Providers can call (800) 385-4104 (TTY 711) at least 2 days in advance of member’s appointment for no cost Interpreter Services during the visit

- **Aetna Medicaid Learning & Performance department**
 - [Cultural & Linguistic Competency Training for Clinicians \(#3743195070\)](#) takes you to this link: <https://thinkculturalhealth.hhs.gov/education/behavioral-health> . Offers free CE credits for four courses. Recommended for all clinicians, not just Behavioral Health

- **Texas Health Steps CME/CEU courses:** (offered at no cost) www.txhealthsteps.com
 - Addressing Adverse Childhood Experiences thru Trauma-Informed Care (1.25 CE credits)
 - Food & Housing: Screening and Intervention (1 CE credit hour)
 - Teen Consent and Confidentiality (1.25 CE credit hours)

- **CME Outfitters:**
 - [Earn Free CME Credits - Online Activities & Courses - CME Outfitters Medical Education](#)
 - [You searched for cultural competency - CME Outfitters Medical Education](#)
 - [You searched for health equity - CME Outfitters Medical Education](#)





- **Other Trainings/Education:**
 - [Health Equity CME | AAFP](#) – Free CME activities (many are offered to non-AAFP members). Courses include “Health Equity for EveryONE”; “Equity in Telemedicine”; “LGBTQ+ Health”; “Street Medicine Outreach”; “Anti-Racism: Tools for Change”
 - <https://thinkculturalhealth.hhs.gov/education/physicians>- Free online program: “A Physician’s Practical Guide to Culturally Competent Care”. Accredited for physicians, PAs, and NPs. Three (3) different courses, totaling 9 hours of CE credit

- <https://www.ama-assn.org/delivering-care/health-equity> - AMA site promoting health equity through advocacy and education, and creating cultural awareness through resources, recent articles, and CME
- [Perinatal Mental Health Training Database](#) for health care professionals. This Database, supported by CVS Health, Aetna's parent company, includes **over 160 trainings** covering a wide range of topics to provide a centralized place for perinatal mental health trainings.
- [Maternal Health Care - Think Cultural Health](#) -Culturally & Linguistically Appropriate Services in Maternal Health Care: four modules, totaling 2 hours free CME. Gain knowledge & skills related to cultural competency, cultural humility, person-centered care and combating implicit bias in maternal health care.
- [Outreach, Screening, Assessment and Referral | Texas Health and Human Services](#) – OSAR programs are offered by HHSC in each of their regions. The programs are available to all persons looking for information about Substance Use services. It can be the starting point for persons wanting help accessing substance use services.
- [Turn To | Texas Health and Human Services](#) – information on this program below:

Where Do You Turn To?

Everyone knows someone in need of support. It could be a friend, child, or even you. Many of us often ask “where do I turn to for help?” It can be challenging, but there are ways to get support or be a source of support for someone else.

I am Looking for Support for...

<p>Myself</p>  <p>Around you are people and places you can tap to help. It just means finding where or whom to turn to.</p> <p>Learn More</p>	<p>My Child</p>  <p>Helping a child isn't always as easy as you'd like it to be, but there are ways you can become the first step to turning things around for them.</p> <p>Learn More</p>	<p>My Friends & Family</p>  <p>Helping those in need isn't always as easy as you'd like it to be, but there are ways you can become the first step to turning things around for them.</p> <p>Learn More</p>	<p>My Community</p>  <p>Earning trust begins with providing exactly what your community needs, every time they turn to you. Establish yourself as an asset to your community.</p> <p>Learn More</p>
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Tools You Can Use:

- Ask Me Three: [SafetyToolkit_AskMe3.pdf \(ihi.org\)](#)
- Shared-Decision Making Tools: <https://www.aetnabetterhealth.com/texas/providers/forms.html>

Other Resources from Aetna Better Health

Aetna Better Health contact information:

- Your Provider Engagement rep, or send email to ABHTXCredentialing@AETNA.com

- Member Services
 - Bexar service area: (800) 248-7767
 - Tarrant area: (800) 306-8612
 - STAR Kids (Tarrant & Dallas areas): (844) 787-5437
 - CHIP/CHIP Perinate Bexar: (866) 818-0959
 - CHIP/CHIP Perinate Tarrant: (800) 245-5380
 - Hearing Impaired: Call TTY (711) or (800)735-2989 and ask them to call Member Service number above for the service area you need

- Service Coordination referrals
 - (800) 306-8612: Select “Provider”> “More Options”>” Care Manager” for STAR or CHIP members
 - (855) 243-3226: for STAR Kids member