



Culturally & Linguistically Appropriate Services (CLAS) and Cultural Competence

As a contracted provider for Florida Community Care (FCC), it is important to be aware of the Cultural Competency Plan and FCC's commitment to the National CLAS standards. The plan has been developed to ensure the delivery of culturally competent services and provision of linguistic access to all members. FCC offers translation services that are available to all members/patients and providers. FCC is committed to educating and training management, staff, and providers to eliminate barriers and to provide access to equitable and quality healthcare services for the Long-Term Care populations we serve.

What is Cultural Competency?

Cultural Competency is one of the main components in closing the disparities gap in health care. It is the ability to interact effectively with people of different cultures. Cultural competence is achieved when the efforts of individuals and FCC's policies and procedures come together to enable them to work effectively in cross-cultural situations. "Culture" is a term that goes beyond just race or ethnicity. It also refers to such characteristics as age, sex, disability, religion, income level, education, geographical location, or profession.

Language Access Services - Translation

FCC provides language assistance to individuals who have limited English proficiency and/or other communication needs; the services are free of charge to facilitate timely access to all health care and services. Provided by our vendor, Language Service Associates, effective language access services, which include interpreters and printed materials in multiple languages that reflect the cultural/ethnic/racial composition of our membership.

Oral/Verbal interpretive service (translation) is available either in-office or telephonically. Providers can obtain interpreter services for telephonic contact and in-office visits by calling 1-833-FCC-PLAN.

Language Line services are available 24 hours a day, seven days a week in 140 languages to assist providers and members in communicating with each other during urgent/emergent situations, non-urgent/emergent appointments as requested, or when there are no other translators available for the language requested. TDD/TTY access for members who are hearing impaired is available through 711.

For more information on the programs above, please contact 1-833-FCC-PLAN or your Provider Rep.

Thank you for partnering with Florida Community Care!

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