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Columbia, SC 29210

## Medicaid Provider Education and Training

Absolute Total Care partners with all of our contracted providers to ensure that you have received the necessary education and training to deliver quality care to our members and your patients and to be compliant with training requirements.

Education and training includes, but is not limited to:

- Cultural Competence and Linguistics Appropriate Services (CCLAS)
- Cultural Competency
- Americans with Disabilities Act (ADA) Disability Awareness
- Behavioral Health

You can find quick reference guides and other resources for each of the referenced training on Absolute Total Care's website at [absolutetotalcare.com](https://www.absolutetotalcare.com). Please see the table below for additional details.

Training	Brief Description	Quick Reference Guide Location	Resources
<b>Cultural Competence and Linguistics Appropriate Services (CCLAS)</b>	Establishes program for our diverse population that optimizes members' comprehension and overall health care experience and improves health outcomes.	<a href="https://www.absolutetotalcare.com/content/dam/centene/absolute-total-care/test/ATC-CCLAS_ProgramDescriptionFinal.pdf">https://www.absolutetotalcare.com/content/dam/centene/absolute-total-care/test/ATC-CCLAS_ProgramDescriptionFinal.pdf</a>	<a href="https://thinkculturalhealth.hhs.gov/clas">https://thinkculturalhealth.hhs.gov/clas</a>
<b>Cultural Competency</b>	A set of complimentary behaviors, attitudes, and policies that help professionals work effectively with people of different cultures.	<a href="https://www.absolutetotalcare.com/providers/resources/provider-training.html">https://www.absolutetotalcare.com/providers/resources/provider-training.html</a>	<a href="https://www.absolutetotalcare.com/providers/resources/forms-resources.html">https://www.absolutetotalcare.com/providers/resources/forms-resources.html</a> <ul style="list-style-type: none"> <li>• Provider Manual</li> <li>• Cultural Competency QRG</li> </ul>
<b>American with Disabilities Act (ADA) - Disability Awareness</b>	ADA prohibits discrimination against individuals in everyday activities, including medical services.	<a href="https://www.absolutetotalcare.com/providers/resources/provider-training.html">https://www.absolutetotalcare.com/providers/resources/provider-training.html</a>	<a href="https://www.absolutetotalcare.com/providers/resources/forms-resources.html">https://www.absolutetotalcare.com/providers/resources/forms-resources.html</a> <ul style="list-style-type: none"> <li>• Provider Manual</li> <li>• ADA QRG</li> </ul>
<b>Behavioral Health</b>	Explore the intent of the Behavioral Health HEDIS measures and share strategies to impact quality care and outcomes for our members	<a href="https://www.absolutetotalcare.com/providers/resources/provider-training.html">https://www.absolutetotalcare.com/providers/resources/provider-training.html</a>	<a href="https://www.absolutetotalcare.com/providers/resources/behavioral-health.html">https://www.absolutetotalcare.com/providers/resources/behavioral-health.html</a>

For additional information, please visit Absolute Total Care's Provider Resources page (<https://www.absolutetotalcare.com/providers/resources.html>) or call Provider Services at 1-866-433-6041