

General Provider Communication

CENTRAL ARIZONA REGIONAL BEHAVIORAL HEALTH AUTHORITY

Magellan Health Services of Arizona, Inc.

Subject: Cultural Competency Organizational Self-Assessment Survey Due Feb.1

Action: Survey deadline is Wednesday, Feb. 1, 2012

Dear Provider,

Magellan would like to remind providers that the completion deadline for the Cultural Competency Organizational Self-Assessment (CCOSA) is Wednesday, Feb. 1, 2012.

The assessment of cultural competence is an important aspect of organizational behavior and should be a regular management function. Therefore, in order to ensure contractual compliance with Magellan as mandated by DBHS, a Cultural Competency Organizational Self-Assessment survey must be completed by your agency by the Feb. 1 deadline.

All providers received a [memorandum](#) in November 2011, with a brief description of the CCOSA survey including a direct link to the survey, recommendations to complete the survey and the completion deadline. If you haven't done so already, please [click HERE](#) to complete the CCOSA survey.

The CCOSA is a requirement per the Provider Manual Section 3.23, Cultural Competence, which states that in adherence to the CLAS Standards throughout the Maricopa County RBHA and the provider network, the following service standards should be implemented: "§ Implement the CLAS standards throughout the administrative, policy and service delivery practice to include a cultural competency organizational assessment and an annual cultural competency plan."

Please contact Teresa Peña, director of cultural competency at (602) 572-8329 or at TOPena@MagellanHealth.com; or Maria Reyes, cultural competency specialist at (602)572-8281 or at MReyes@MagellaHealth.com with any questions or technical assistance support.

Thank you for attention to this contractual requirement.

