

Use of Race and Ethnicity of Practitioners for Provider Directory

Community Behavioral Health (CBH) is currently pursuing the distinction as a Multicultural Health Care (MHC) Managed Care Organization as part of the National Committee for Quality Assurance's (NCQA) accreditation. The NCQA Distinction in Multicultural Health Care identifies organizations and practitioners that excel in providing culturally and linguistically sensitive services and work to reduce healthcare disparities. As such, the standards focus on collecting race and language data and using this information to respond to members from different cultures, including through Culturally and Linguistically Appropriate Services (CLAS) programs. Many factors can influence a member's choice, including a member identifying a service provider based on similar cultural backgrounds (including race, ethnicity, nationality, etc.).

Currently, CBH collects information regarding race and ethnicity through the annual collection of the Minority, Women, and Disabled Business Enterprise and Provider Supplier Diversity surveys. If you have not submitted this electronic form, you will be contacted to obtain the pertinent information on the form. To align with providing forward-facing information for member choice, as well as aligning with the MHC Distinction efforts for NCQA, CBH will be posting the race/ethnicity of independent practitioners in the provider directory, **effective October 16, 2021**. If a practitioner does not wish to have their race/ethnicity posted publicly on the provider directory, please notify your CBH Provider Relations Representative **by October 11, 2021**.

Please direct any questions about this Bulletin to the assigned CBH Provider Relations Representative.