

Resources to support diverse patients and communities

Massachusetts | Commercial

We've heard it all our lives: To be fair, you should treat everybody the same. But the challenge is that everybody is not the same—and these differences can lead to critical disparities not only in how patients access healthcare, but their outcomes as well. The COVID-19 pandemic has reignited public attention about the serious public health risks and consequences of disparities, and the critical need for health equity.

Health equity means everyone has the opportunity to reach their highest level of health, and barriers to doing so must be removed. Health disparities are health differences that are closely linked with social, economic, and/or environmental disadvantage.¹ Achieving health equity requires focus on the elimination of barriers and disparities associated with factors such as race, ethnicity, gender, gender identity, religion, socioeconomic status, disability, and even where you live.² As a result it is imperative to offer access to care that is tailored to the unique needs of patients, and Wellpoint is committed to supporting our providers in this effort.

[Cultural competency resources](#)

Here is an overview of the cultural competency resources available on our provider website.

- *Cultural Competency and Patient Engagement:*
 - A training resource to increase cultural and disability competency to help effectively support the health and health care needs of your diverse patients.
- *Caring for Diverse Populations Toolkit:*
 - A comprehensive resource to help providers and office staff increase effective communication by enhancing knowledge of the values, beliefs, and needs of diverse patients.
- [My Diverse Patients:](#)
 - Offers resources, information, and techniques to help provide the individualized care every patient deserves regardless of their diverse backgrounds.
 - The site also includes learning experiences on topics related to cultural competency and disparities that offer **free** Continuing Medical Education (CME) credit.
 - Free accessibility from any device (desktop computer, laptop, phone, or tablet), no account or log in required.



To access these resources, go to [Serving diverse populations](#).

[Stronger Together](https://communityresources.elevancehealth.com/) is the <https://communityresources.elevancehealth.com/> microsite which offers free resources to support the diverse health needs of all people where they live, learn, work and play. These resources were created in collaboration with national organizations and are available for you to share with your patients and communities.



While there is no single, easy answer to address healthcare disparities, the vision of [MyDiversePatients.com](https://mydiversepatients.com/) and [Stronger Together](https://communityresources.elevancehealth.com/) is a to start reversing these trends-one person at a time.

Prevalent non-English languages (based on population data)

Like you, Wellpoint wants to effectively serve the needs of diverse patients. It's important for us all to be aware of the cultural and linguistic needs of our communities, so we are sharing recent data about the top [fifteen] non-English languages spoken by [5 percent or 1,000] individuals in [State]. (Source: American Community Survey, 2023 American Community Survey 1-Year Estimates, Table B16001, generated July 2023.)

Prevalent non-English languages in MA by 5% or 1000 individuals	
Spanish	Khmer
Portuguese	Hindi
Chinese (incl. Mandarin, Cantonese)	Italian
Haitian	Greek
Vietnamese	Korean
French (incl. Cajun)	Nepali, Marathi, or other Indic languages
Arabic	Russian
Swahili or other languages of Central, Eastern, and Southern Africa	

Language support services:

As a reminder, Wellpoint provides language assistance services for our members with limited English proficiency (LEP) or hearing, speech, or visual impairments. Please see the Provider Manual for details on the available resources and how to access them. In addition, the cultural competency resources shared above provide guidance on communicating and serving diverse populations effectively.

Embrace the knowledge, skills, ideals, strategies, and techniques to accelerate your journey to becoming your patients' trusted healthcare partner by using these resources today.

¹Office of Disease Prevention and Health Promotion. (2022, Feb 6). Healthy People - Disparities. Retrieved from <https://www.healthypeople.gov/2020/about/foundation-health-measures/Disparities>

²Think Anthem.com. (2022, Feb 7). Why We Need Health Equity. Retrieved from <https://www.thinkanthem.com/health-equity/what-are-health-disparities/>