



THIS ISSUE

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Inclusion Training

Cultural Competency and Inclusion Training

Medi-Cal Dental is pleased to announce the Cultural Competency & Inclusion Training is now published on the Medi-Cal Dental [Learning Management System \(LMS\)](#) and available as an on-demand training. To sign-up for the training, sign-in to LMS and go to the training catalog to enroll in the Cultural Competency & Inclusion Training.

DHCS is committed to prioritizing cultural and inclusive competency to ensure all Members receive equitable and respectful care. It is an on-going Department-Wide effort to provide this training and make it available to all providers, reinforcing a shared commitment to diversity and inclusion across the organization. By improving cultural awareness and inclusive practices, we aim to foster better communication, trust, and health outcomes for our diverse Member populations. The training course provides a general understanding of cultural competency with key cultural aspects, such as:

- Why is Cultural Competency Critical?
- Cross-Cultural Attitude Strategy
- Why Improve Your Competency?
- What are Essential Cultural Competencies for Work?
- Cultural Learning.
- Cultural Reasoning.

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SIGN UP FOR OUR EMAIL LIST

Learn the latest Medi-Cal Dental news and information by signing up for our Medi-Cal Dental Fee-For-Service Provider email distribution list [here](#).

TRAINING SEMINARS

To reserve a spot online or view a complete list of training seminars, go to the [Provider Training Seminar Schedule](#).



- Intercultural Interaction.
- Make Cultural Competency Part of Your Team Narrative.
- Foster Dialog Around Cultural Issues.

After completion of the training, the provider can update their information on the Find-A-Dentist provider directory to note they have completed this training by submitting a completed [Medi-Cal Dental Provider Directory/Referral Form](#) and the training completion certificate. Providers can submit the completed form and certificate in the following ways:

- Mail:
Medi-Cal Dental
Attention: Provider Enrollment
P.O. Box 15609
Sacramento, CA 95852
- Email: Medi-CalDentalEnrollmentDept@gainwelltechnologies.com
- Fax: (916) 853-6315

After the form and certificate are received, the Medi-Cal Dental [Provider Directory](#) will be updated to reflect Cultural Competency Training on the provider's profile.

Please refer to provider bulletin [Volume 40 Number 39](#) for more information on recent updates to the Provider Directory and Provider Directory/Referral Form.

We are looking to connect with providers and stakeholders who are interested in offering information, insight, or resources related to cultural competency. If you would like to contribute on future trainings, please reach out to us at dental@dhcs.ca.gov.

For questions and support, please contact the Medi-Cal Dental Telephone Service Center at (800) 423-0507. The call is free. Medi-Cal Dental representatives are available 8:00 a.m. to 5:00 p.m., Monday through Friday to assist you and the Medi-Cal Dental Interactive Voice Response System (IVR) can navigate you to the services you need on the phone.