

## Master•Care, Inc. Policies and Procedures Manual

### *Cultural Sensitivity Policy*

Master•Care's requires an enterprise-wide awareness of any barrier or obstacle that could impact communication and engagement with customers. Access to culturally rich resources is part of each region's resource development plan. From hiring and recruiting practices, to extensive training, to assigning specific culturally sensitive tasks to provider team members, our commitment to remove any cultural or language barrier is comprehensive.

### *Community Outreach Activities*

Provider liaisons participate in targeted outreach and engagement programs to underserved communities and populations that experience health disparities via health fairs, community events, and other local programs.

Regional managers coordinate coverage and engagement campaigns for any patient population identified by managed care plan partners as underserved.

Master•Care Inc. works directly with managed care plans to identify and address disparities in engagement, access, or utilization of services at the ECM population level. We are committed to ensuring all patients are treated with respect and dignity.

### **MIF / REFERRALS**

Master•Care may be alerted to an individual who is ECM-eligible through a MCP Member Information File (MIF), as a direct referral from the MCP (not from a MIF), or may be the result of Community Relations efforts.

*Note: When names of members are assigned on a MIF, there is a process of "Outreach." When members are referred from the MCP or are the result of Community Relations efforts., our process is "Engagement."*

### *Assignment to Master•Care through MIF*

These members are assigned to Master•Care via an Excel or .csv file.

**MIF / TEL** Assignment of Care Navigator (First Level: Geographic Assignment) - The ECM Director / Regional Manager may assign a Care Navigator a specific outreach individual as identified in a MIF / TEL.

The ECM Status of a managed care member is identified by the ECM provider (in our case, Master•Care), for the purposes of reporting back to the MCP.