

# Cultural competency support

For you and your patients



At UPMC Health Plan, we serve a diverse population. We have members of different races, ethnicities, cultures, ages, sexual orientations, and gender identities. This diversity can make serving our membership challenging, but we're committed to making it work.

You may face a similar challenge. If your patients don't understand their care plans because of language or cultural barriers, their health may suffer.

The following resources may help you overcome the challenges posed to providers by a diverse membership. Feel free to contact these organizations for more information.

**For cultural competency training via webinars and other resources**, visit the Hospitals in Pursuit of Excellence website at [upmchp.us/culturalcompetencytraining](https://upmchp.us/culturalcompetencytraining).\*

**The UPMC Wolff Center and UPMC Health Plan** offer resources to help you care for your LGBTQ patients. You can contact the Wolff Center with questions at [LGBTQHealth@upmc.edu](mailto:LGBTQHealth@upmc.edu) or visit their website, [UPMC.com/LGBTQ](https://UPMC.com/LGBTQ), to review the programs and services dedicated to helping the LGBTQ community.

UPMC Health Plan members who are interested in learning more about coverage for transgender members can call Member Services at **1-844-202-0126 (TTY: 711)** or the phone number on the back of their insurance card.

**For information about social services and other resources for people with disabilities**, visit UPMC's Disability Resource Center website at [upmchp.us/disabilityresources](https://upmchp.us/disabilityresources).

**For tips and resources on delivering culturally appropriate care**, visit the UPMC Center for Engagement and Inclusion's website at [upmchp.us/culturallycompetentcare](https://upmchp.us/culturallycompetentcare).

We hope you find these resources helpful as you strive to provide every patient with care that best meets their needs. Thank you for everything you do to keep our members happy and healthy.

*\*This link will take you to an external website. We are not responsible for the content on external websites.*



## UPMC HEALTH PLAN