

OUTLINE IDEAS

WELCOME/INTRODUCTION

- Welcome paragraph
- Note of importance
- Intended use (who is this for?)
- Evidence based practices

POTENTIAL TOPICS OF INCLUSION – TRAINING CURRICULUM

Introduction to Cultural Competency in Healthcare Coverage

- A. Importance of cultural competency in providing equitable care to transgender, gender non-conforming, and intersex (TGI) individuals.
- B. Overview of the evidence-based cultural competency training requirements.

Effects of Historical and Contemporary Exclusion and Oppression

- A. Exploring the ongoing personal effects of historical and contemporary exclusion and oppression of TGI communities.
- B. Understanding the impact of discrimination and stigma on health outcomes.
- C. Addressing the role of health plan or insurer staff in promoting inclusivity and reducing disparities.

Effective Communication Across Gender Identities

- A. Utilizing TGI-inclusive terminology and respectful language.
- B. Using correct names and pronouns, even when not reflected in records or legal documents.
- C. Avoiding language that demeans, ridicules, or condemns TGI individuals. Recognizing and avoiding assumptions about gender identity.
- D. Employing gender-neutral language and refraining from presuming individuals' sexual orientation, gender conformity, or intersex status.

Health Inequities and Family/Community Acceptance

- A. Understanding health inequities within the TGI community.
- B. Recognizing the impact of family and community acceptance on health outcomes.
- C. Promoting inclusivity and support for TGI individuals within health care settings.

Perspectives from Diverse Constituency Groups and TGI-Serving Organizations

- A. Learning from the experiences and perspectives of diverse local community groups.
- B. Engaging with TGI-serving organizations, including the California Transgender Advisory Council.
- C. Incorporating best practices and insights to improve care delivery and address specific needs of TGI individuals.

Personal Values and Professional Responsibilities

- A. Distinguishing between personal values and professional responsibilities.
- B. Understanding the importance of providing unbiased care to TGI individuals.
- C. Upholding ethical and professional standards in health care settings.

Facilitation by TGI-Serving Organizations

- A. Collaboration with TGI-serving organizations in facilitating cultural competency training.
- B. Leveraging the expertise and resources of TGI-serving organizations.
- C. Engaging in interactive sessions and learning from TGI community members and advocates.

Health Plan or Insurer Considerations for Gender-Affirming Care

- A. Familiarizing health plan or insurer staff with the specific coverage provisions for gender-affirming care.
- B. Providing clarity on the criteria for medical necessity and authorization processes related to gender-affirming treatments and procedures.

- C. Addressing common challenges and concerns related to health care coverage for TGI individuals.
- D. Exploring strategies to streamline the claims process and improve access to gender-affirming care for insured individuals.
- E. Collaborating with providers and policy experts to develop effective guidelines and policies that prioritize the needs of TGI communities.

Ensuring Culturally Competent Health Care Services

- A. Embedding cultural competency throughout the health care delivery system.
- B. Training staff on respectful and inclusive interactions with TGI individuals, including customer service representatives, claims processors, and care management personnel.
- C. Incorporating TGI-inclusive language and terminology into documentation, policies, and communication materials.
- D. Providing ongoing education and professional development opportunities to ensure up-to-date knowledge on transgender health care advancements and best practices.
- E. Establishing feedback mechanisms to receive input from TGI individuals and advocacy organizations regarding health care coverage and services.

Collaborative Approaches to Enhance TGI Access to Care

- A. Encouraging partnerships between health plans, health care professionals, and TGI-serving organizations to develop innovative solutions for improving access to gender-affirming care.
- B. Exploring the role of case managers or care navigators in assisting TGI individuals with insurance-related issues and care coordination.
- C. Promoting transparency and clear communication regarding insurance benefits, coverage limitations, and out-of-pocket costs associated with gender-affirming care. Engaging in continuous quality improvement efforts to address feedback and ensure equitable coverage and services for TGI individuals.