

# Magellan Training

*Patient Safety and Adverse Incidents*

*Cultural Competency*

Follow this link to the training page:

<https://www.magellanoflouisiana.com/for-providers/training-events/provider-training-requirements/>

Please click on Unlicensed Direct Care Staff:

The screenshot shows the Magellan Healthcare website interface. At the top right, there are buttons for 'Become a Member', 'For Members', and 'For Providers'. The main header features the Magellan Healthcare logo and 'MAGELLAN OF LOUISIANA'. A search bar with 'About Us' and a magnifying glass icon is also present. Below the header is a navigation bar with links for 'For Providers', 'Become a Provider', 'Provider Toolkit', 'Training & Events' (which is underlined), and 'Quality Improvement & Outcomes'. On the left side, there is a sidebar menu with categories like 'Cultural Competency', 'Certification Courses', 'Provider Training Requirements' (with a right-pointing arrow), 'Magellan Online Training Courses', 'Provider Introduction to CSoc', 'CSoc Independent Assessment Training', 'Office of Behavioral Health (OBH) Training Requirements for Unlicensed Direct Care Staff', and 'Provider Calls and Webinars'. The 'Unlicensed Direct Care Staff' link is highlighted with a red box. A red arrow points from the text 'Click Unlicensed Direct Care Staff' to this link. The main content area shows the breadcrumb 'For Providers / Training & Events / Provider Training Requirements' and the title 'Provider Training Requirements'. Below the title is a light blue box with the text: 'Magellan's goal is to ensure we meet the needs of all our providers including the providers who serve CSoc children as well as the Wraparound Agencies and the Family Support Organization.' Further down, there is a paragraph about online training and a list of two options for completing requirements.

Become a Member For Members For Providers

Magellan HEALTHCARE MAGELLAN OF LOUISIANA About Us

For Providers Become a Provider Provider Toolkit Training & Events Quality Improvement & Outcomes

Cultural Competency

Certification Courses

Provider Training Requirements

Magellan Online Training Courses

Provider Introduction to CSoc

CSoc Independent Assessment Training

Unlicensed Direct Care Staff

Office of Behavioral Health (OBH) Training Requirements for Unlicensed Direct Care Staff

Provider Calls and Webinars

For Providers / Training & Events / Provider Training Requirements

## Provider Training Requirements

Magellan's goal is to ensure we meet the needs of all our providers including the providers who serve CSoc children as well as the Wraparound Agencies and the Family Support Organization.

The next sections provide the required trainings that are available as Magellan online courses that have been approved by the state. After participating in the online training, providers must complete the [Provider Attestation Form](#) at the end of the presentation which will provide Magellan with documentation of provider participation.

Please note that providers are not required to participate in all of Magellan offered trainings below; however, they must complete all training course requirements either by:

- ▶ Completing a Magellan online training and submitting [Provider Attestation Form](#) at the end of the training, or
- ▶ Showing proof of completion of training via another entity (to be kept on file and submitted upon request)

It is important to note that it is mandatory for Magellan to monitor providers to ensure compliance with these training requirements.

Click Unlicensed Direct Care Staff



There are two trainings on this page that you need to review. Please complete the following:

**Patient Safety and Adverse Incidents**  
**Cultural Competency (4 Different Components)**

The screenshot shows the Magellan Healthcare website interface. At the top, there are navigation links: "Become a Member", "For Members", and "For Providers". The main header includes the Magellan Healthcare logo and "MAGELLAN OF LOUISIANA". A secondary navigation bar contains "For Providers", "Become a Provider", "Provider Toolkit", "Training & Events" (highlighted), and "Quality Improvement & Outcomes".

The main content area is titled "Unlicensed Direct Care Staff" and includes a breadcrumb trail: "For Providers / Training & Events / Provider Training Requirements / Unlicensed Direct Care Staff". A light blue callout box states: "The unlicensed, direct care staff must complete the Magellan online training courses listed below **within 30 days after submitting their provider application and prior to serving clients.**"

Below this, a list of training courses is shown. Two items are highlighted with a red box:

- ▶ [Patient Safety and Adverse Incidents](#)
- ▶ [Cultural Competency](#) - Note that providers are required to complete three hours of Cultural Competency Training annually. The following four modules of Cultural Competency training must be completed to get three hours of credit. Unlicensed direct care staff are allowed to participate in three hours of cultural competency training via another entity; however, if these trainings are completed via another entity, proof of completion must be kept on file and submitted upon request.

Additional text at the bottom of the page reads: "Do not forget to complete the [Provider Attestation Form](#) at the end of each training course. [Adobe Reader](#) is required to view PDF files."



After you review the two trainings you will need to electronically sign an Attestation Form. Click on [Provider Attestation Form](#).

The screenshot shows the Magellan Healthcare website interface. At the top, there is a navigation bar with links for 'Become a Member', 'For Members', and 'For Providers'. Below this is the Magellan Healthcare logo and 'MAGELLAN OF LOUISIANA'. A search bar and 'About Us' link are also present. A secondary navigation bar includes 'For Providers', 'Become a Provider', 'Provider Toolkit', 'Training & Events', and 'Quality Improvement & Outcomes'. The left sidebar contains a menu with categories like 'Cultural Competency', 'Certification Courses', 'Provider Training Requirements', 'Magellan Online Training Courses', 'Provider Introduction to CSOC', 'CSOC Independent Assessment Training', 'Unlicensed Direct Care Staff', 'Office of Behavioral Health (OBH) Training Requirements for Unlicensed Direct Care Staff', and 'Provider Calls and Webinars'. The main content area has a breadcrumb trail: 'For Providers / Training & Events / Provider Training Requirements / Unlicensed Direct Care Staff'. The main heading is 'Unlicensed Direct Care Staff'. A light blue callout box contains the text: 'The unlicensed, direct care staff must complete the Magellan online training courses listed below **within 30 days after submitting their provider application and prior to serving clients.**'. Below this, there are two bullet points: 'Patient Safety and Adverse Incidents' and 'Cultural Competency'. The 'Cultural Competency' bullet point includes a note: 'Note that providers are required to complete three hours of Cultural Competency Training annually. The following four modules of Cultural Competency Training must be completed to get three hours of credit. Unlicensed direct care staff are allowed to participate in three hours of cultural competency training via another entity; however, if these trainings are completed via another entity, proof of completion must be kept on file and submitted upon request.' At the bottom of the main content area, there is a reminder: 'Do not forget to complete the [Provider Attestation Form](#) at the end of each training course.' Below this, a note states: '[Adobe Reader](#) is required to view PDF files.'

You will submit this form five separate times. You will submit for Patient Safety and Adverse Incidents and then Cultural Competency has 4 separate trainings. Under training you will need to choose:

- Patient Safety and Adverse Incidents
- Cultural Competency-The Hispanic/Latino Community in Louisiana
- Cultural Competency-Louisiana Native American Indian Tribes
- Cultural Competency-Vietnamese in Louisiana
- Cultural Competency-Why Cross Cultural Competency

LA CSoc Training Attestation

The screenshot shows the 'LA Coordinated System of Care (CSoc) Provider Training Attestation and Feedback Form'. It includes a header with the Magellan Health logo and a blue navigation bar. The form is divided into three main sections: 'Provider Identification', 'Training', and 'Attestation'. Red boxes and arrows highlight specific fields and instructions: 'Unlicensed Direct Care Staff' is selected in the provider type; 'Your Name' is annotated to 'Type First and Last Name'; the MIS number field contains '600723540'; the organization name field is annotated to 'Type in the following: The Center for Children and Families'; in the training section, the dropdown menu is set to 'CSoc Patient Safety and Adverse Incidents' and annotated to 'Please select what training you are signing for from the drop down box.'; and the date field is annotated to 'Date of Completion'.

**LA Coordinated System of Care (CSoc) Provider Training Attestation and Feedback Form**

By completing and submitting this form, you are attesting that you have participated in the training required by the state for all providers of services to CSoc children and youth, prior to seeing members.

**Provider Identification**

Choose One (that best describes you):

- Associated with an Organization or Group
- Private Practice (Licensed Provider)
- Unlicensed Direct Care Staff

Your Name\*

What is the MIS Number of the Organization/Group to which you belong?\*

Organization / Group Name\*

**Training**

What is the name of the training in which you participated?\*

What is the date you participated? \*

**Attestation**

By signing below you acknowledge that you have reviewed and understand the content in this training presentation provided by Magellan Health, Inc.

Signature\*

Be sure to check the box for an email confirmation before you Submit.

**Provider Identification**

Choose One (that best describes you):

- Associated with an Organization or Group
- Private Practice (Licensed Provider)
- Unlicensed Direct Care Staff

**Training**

What is the name of the training in which you participated? \*

What is the date you participated? \*

**Attestation**

By signing below you acknowledge that you have reviewed and understand the content in this training presentation provided by Magellan Health, Inc.

Signature \*

Click to Sign Document

Please sign here

\* Click 'Sign Document' and draw your signature with your mouse

Date Signed \*

07/13/2018

Please send me an email confirmation of my participation in this training class.

Enter your email address \*

Add your email address

**Submit**

Click Submit when you are done

Once you have read and attested to all of the above trainings, you will receive an email confirmation.

Please forward all emails to

[contractmanager@standforhope.org](mailto:contractmanager@standforhope.org)