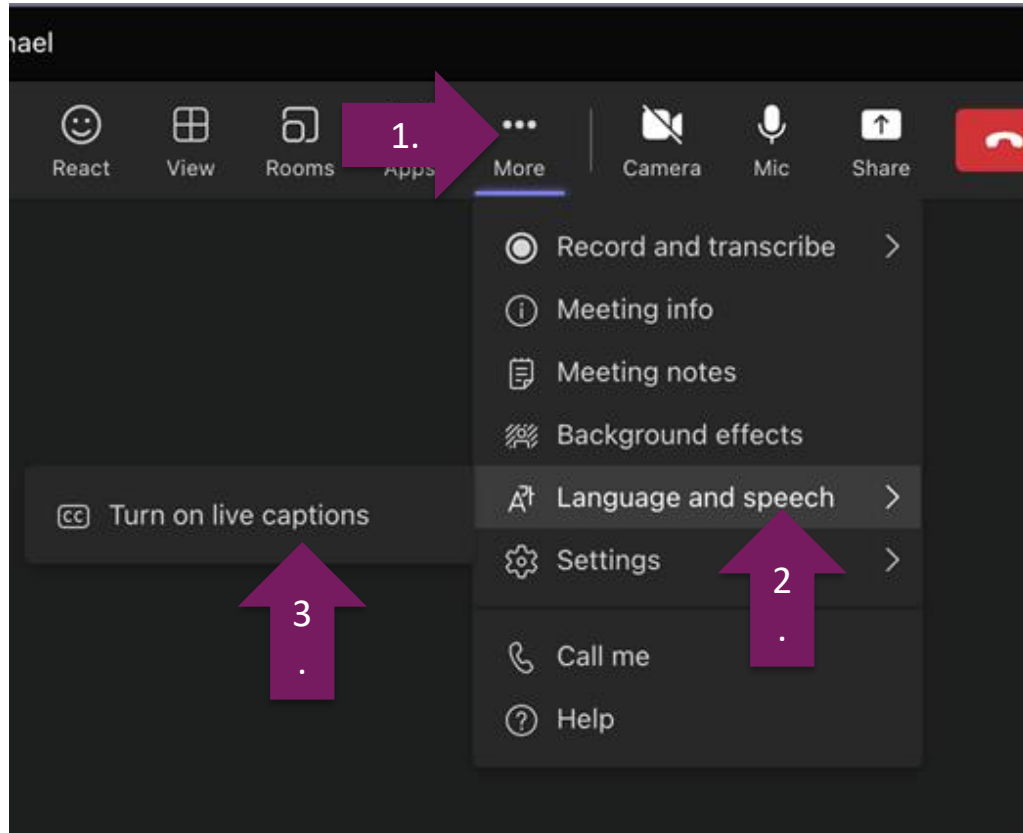




Supporting LGBTQIA+ Staff at UPMC

Understanding the Resources
Available to Staff, Patients, & Members

Enabling Captions in Teams



1. From the menu in the meeting window Click on “More ...”
2. A drop-down menu will display. Click on “Language and speech”
3. Click on “Turn on live captions”

Hello again!

Thank you!

Contact us at LGBTQHealth@upmc.edu

Kristen Eckstrand: eckstrandkl@upmc.edu



Joy Gero: geroj2@upmc.edu



LGBTQIA+ Health Quality and Beyond: *The partnerships that are moving us forward*



YOUR ALLY IN HEALTH CARE EQUALITY

UPMC



PRIDE HEALTH

The mission of the system wide UPMC Pride Health ERG is to serve all members of the LGBTQIA+ community and its allies in creating a safer, more visible, and more supported environment to encourage education, personal growth, and advocacy for all LGBTQIA+ efforts impacting our workforce, workplace, and marketplace.

Employee Resource Group Co-Chairs



Nicole Steele
She/Her

Creative & Expressive Arts Therapist III



Michael DiMeo
He/They

Senior Program Manager

UPMC | PRIDE HEALTH

MISSION

The mission of the system-wide UPMC PRIDE Health Employee Resource Group (ERG) is to serve all members of the LGBTQIA+ (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, Asexual/Aromantic/Agender) community and its allies (also referred to as our UPMC Rainbow Community) in creating a safer, more visible, and more supported environment to encourage education, personal growth, and advocacy for all LGBTQIA+ efforts impacting our workforce, workplace, and marketplace.

GOALS

- Create a network to help build and foster a growing community among LGBTQIA+ employees and allies
- Create a safe space for LGBTQIA+ employees and allies to facilitate conversations, share new perspectives, and present opportunities to learn from one another's life experiences
- Advocate for LGBTQIA+ initiatives impacting our workforce, workplace, and marketplace across UPMC
- Create and share opportunities for professional & personal development for our LGBTQIA+ employee network

Join Us!

PRIDE Health Teams Channel

Keep up to date with the latest communications and LGBTQIA+ networking events on our Teams Channel.

UPMC PRIDE Health ERG Meetings

These meetings are held on the second Friday of each month at 9am to collaborate on initiatives that impact our LGBTQIA+ employees, members, and communities.

Conversations that Impact LGBTQIA+

These meetings are held on the last Friday of each month at 9am and dedicated to topics and issues that impact our LGBTQIA+ Community. This series will give members an opportunity to share their personal experiences and get to know one another with discussions pertaining to gender identity, gender expression and sexual orientation.

Request to join by contacting the UPMC PRIDE Health ERG: UPMCPRIDEHealth@upmc.edu

PRIDE Health ERG Meetings

Developing Network & Community

- PRIDE Health Travels
- Celebrate member recognitions/wins
- PRIDE Health Member Roster/Meet Ups Document
- A Moment of Meditation

Workforce Development

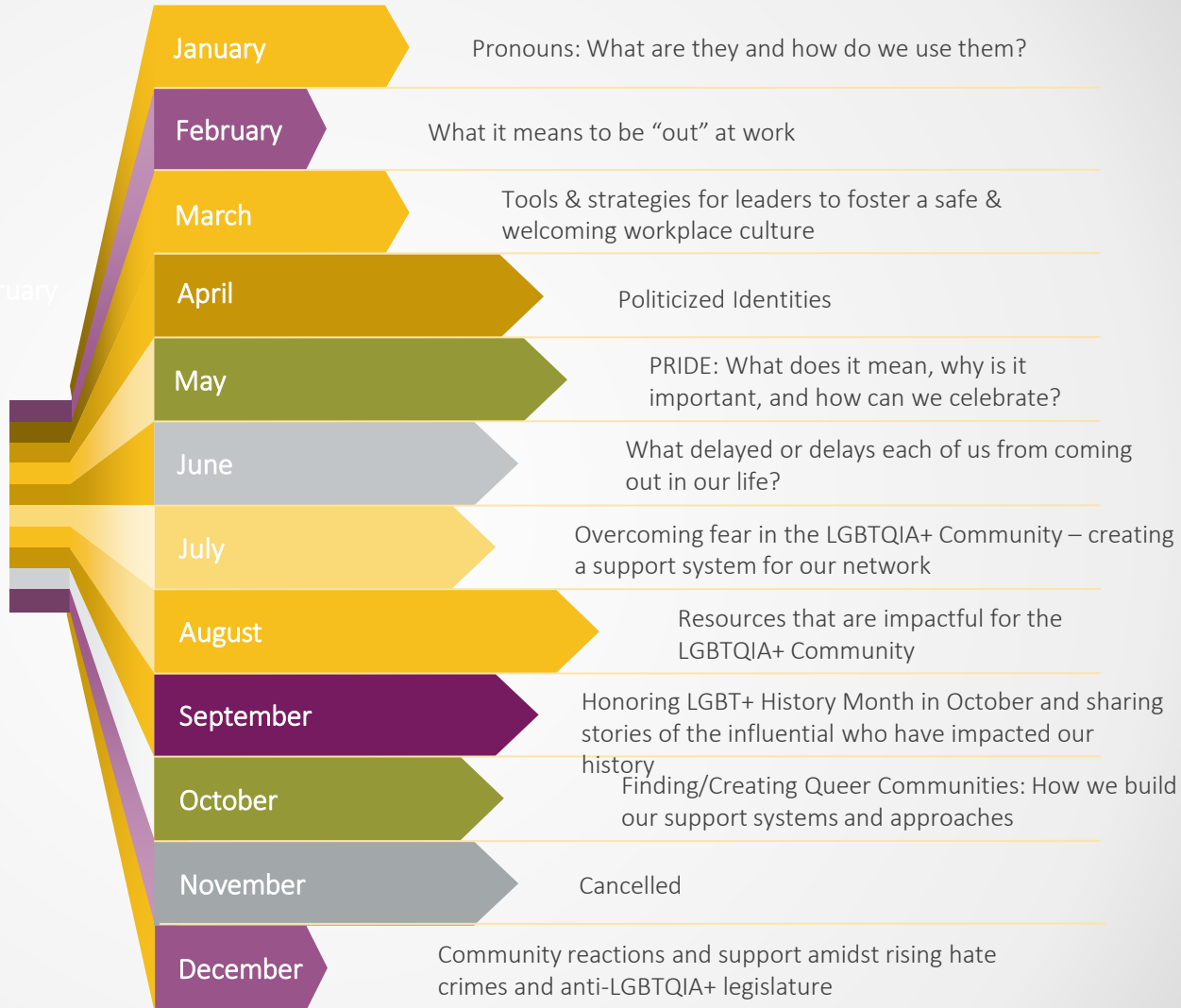
- Quarterly LGBTQIA+ Leadership Speaker Series

Building Awareness

- AAPI Month
- Juneteenth
- Honors & Commemorates our History
- LGBTQIA+ Resources Workgroup
 - 2023 Priorities
 - Name Change Support
 - Gender Affirming Guidelines
 - Exploring LifeSolutions Support for LGBTQIA+
 - Social Event Planning Workgroup



Conversations That Impact LGBTQIA+ 2022 Lookback



Request to join PRIDE Health by emailing our service account



UPMCPRIDEHealth@upmc.edu

UPMC Employee Benefits and How to Find an Affirming Provider



Aisling McIntyre, LCSW
they/them

UPMC LGBTQIA+ Employee Benefit Guide

Employee benefits guide includes:

- ✓ Transgender-inclusive care
- ✓ Family building and planning
- ✓ HIV services and treatment
- ✓ Additional benefits

The image shows a document titled "UPMC LGBTQIA+ Employee Benefits Guide" with the UPMC logo and tagline "LIFE CHANGING MEDICINE". The document is divided into several sections:

- Introduction:** States that the document is not a guarantee and provides contact information for more details.
- Table of Contents:** Lists four main sections: Transgender-inclusive Healthcare, Family Building and Planning, HIV Services and Treatment, and Additional Benefits.
- Transgender-inclusive Healthcare:** Describes support for members in the trans and gender diverse community, including behavioral mental health and pharmaceutical coverage.
- Additional benefits and procedures:** Lists procedures such as hair removal, genital affirming surgeries, and voice modification surgery.
- For additional information and support:** Provides contact information for the Transgender Healthcare Concierge.
- Links to Helpful Information:** Lists resources like UPMC.com/LGBTQ and the Pre-Authorization Process.

At the bottom, it states "This document is provided to UPMC Employees in partnership with UPMC | HEALTH" and "This is not a summary plan description." with a date of 3/2023.

Recent medical policy additions

- ✓ Electrolysis and laser hair removal
- ✓ Tracheal shave
- ✓ Facial reconstructive surgeries
- ✓ Voice modification therapy
- ✓ Voice modification surgery

LGBTQIA+ Affirming Provider Designation

Health Plan Find Care Directory

UPMC Provider

UPMC Downtown

This provider has completed training on how to create a safe, comfortable and welcoming environment for LGBTQIA+ patients. The provider may or may not offer LGBTQIA+ specific medical or surgical care; please ask when scheduling.

Offers virtual visits (telehealth)

LGBTQIA+ Affirming Provider

Special accessibility amenities

Health Services Find A Doctor Directory

Example Name, MD

ACCEPTING NEW PATIENTS

LGBTQIA+ AFFIRMING

Book Appointment

Specialties

Radiation Oncology

UPMC PROVIDER

Practice Locations

UPMC Hillman Cancer Center
4401 Penn Avenue, Pittsburgh, PA 15224 (Map)

Phone

412-692-9513

- The LGBTQIA+ Affirming Provider Designation makes it easy for members to find providers who can communicate and validate LGBTQIA+ patient experiences and create a safe, welcoming patient-provider relationship for LGBTQIA+ patients.
- Once earned, the designation will be visible to patients and members in the UPMC Health Services [Find A Doctor](#) provider directory and/or UPMC Health Plan [Find Care](#) provider directory.
- The designation is an indicator that the provider has completed training on how to create a safe and welcoming environment for LGBTQIA+ patients; it does not indicate that a provider offers LGBTQIA+ specific clinical care.
- The designation applies to the individual provider only, not to the entire practice.

How Providers Earn the LGBTQIA+ Affirming Provider Designation

Eligibility

Providers must be listed in either the UPMC Health Plan [Find Care](#) or the UPMC Health Services [Find a Doctor](#) provider directory

Provider Type	Find Care	Find A Doc
Medical	✓ Designation available	✓ Designation available
Behavioral Health	SOON Expected in 2023	✓ Designation available

A designation reporting process for Dental & Vision providers is being evaluated with our vendors

Earning

Complete three learning modules and an attestation. Each learning module is approved for 1.0 AMA PRA Category 1 Credits™

UPMC employed providers	Non-UPMC employed providers
Access the learning modules & attestation through HR Direct Learning by searching for “Affirmative Communication with LGBTQIA+ Patients & Members”	Access the learning modules & attestation in the Continuing Medical Education (CME) Resources section of UPMC Health Plan’s patient health resources page on upmchealthplan.com

Learning Modules

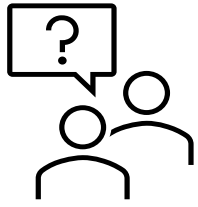
1. LGBTQIA+ Patient and Colleague Awareness Training
2. Care for Transgender, Gender Diverse, and Intersex Patients
3. Sexual Orientation and Gender Identity Affirming Documentation & Systems



Attestation

I attest to:

- Adhering to the most recent version of the World Professional Association of Transgender Health Standards of Care (wpath.org/publications/soc)
- Understanding the content presented in all three learning modules
- Being confident in communicating with my patients about health needs relating to sexual orientation and gender identity
- Being an LGBTQIA+ Affirming Provider champion
- Agreeing to the LGBTQIA+ Affirming Provider Designation being displayed with my provider details in UPMC Health Plan's provider directory listing



LGBTQIA+ Concierge Line

LGBTQIA+ Health Plan-related questions?

Interested in learning more about gender-affirming coverage?

Reach out to the LGBTQIA+ concierge hotline at **1-844-202-0126**
(TTY: 711) or call the phone number on your insurance card.



LGBTQIA+ Health Quality @ UPMC

Resources for:

Everyone → [UPMC.com/LGBTQ](https://www.upmc.com/LGBTQ)



UPMC Staff:
[LGBTQIA+ Patient Care Resources](#)
[Resources for LGBTQIA+ Staff](#)

Email us at LGBTQHealth@upmc.edu



Time for Q & A