



CareSource Cultural Competency & Health Equity Plan 2023

Provider Summary

CULTURALLY AND LINGUISTICALLY APPROPRIATE SERVICES

CareSource PASSE is committed to ensuring the provision of culturally and linguistically appropriate services in alignment with the National Culturally and Linguistically Appropriate Services (CLAS) Standards.

CareSource PASSE utilizes CLAS standards to implement the provision of culturally and linguistically competent services to members by CareSource staff and by CareSource PASSE health partners. Utilization of these standards to guide service provision ensures mutual understanding of health, illness and treatment, increased member satisfaction, and improves the quality of health care.

Members and health partners are educated about the availability of and how and when to access linguistic services via the CareSource PASSE website, Member and Provider Handbooks, trainings, marketing materials, and information provided directly to members by Care Coordinators and service providers.

MEMBERS

For members who need assistance communicating with CareSource PASSE or their health partner, Member Services at **1-833-230-2005** or a CareSource PASSE Care Coordinator can assist or arrange for needed services. These services are free of charge.

HEALTH PARTNERS

CareSource PASSE requires its health partners to fully comply with its Cultural Competency & Health Equity Plan. Participating health partners are expected to provide services in a culturally competent manner, which includes removing all language barriers to service and accommodating the unique ethnic, cultural, and social needs of the member. They must meet the requirements of all applicable state and federal laws and regulations as they pertain to provision of services and care.

CareSource PASSE prohibits its providers or partners from refusing to treat, service or otherwise discriminate against an individual because of race, color, religion, national origin, sex, age, gender orientation (i.e., intersex, transgendered and transsexual) or disability.



In consideration of cultural differences, including religious beliefs and ethical principles, CareSource PASSE will not discriminate against health partners who practice within the permissions of existing protections in provider conscience laws, as outlined by the U.S. Department of Health and Human Services (HHS).

CULTURAL COMPETENCY & HEALTH EQUITY PLAN, GOALS, AND OBJECTIVES

A summary of the CareSource PASSE Cultural Competency & Health Equity Plan is included in the Provider Manual and is available to all participating providers. The [Cultural Competency & Health Equity Plan](#) may be accessed via the CareSource PASSE [website](#). A digital copy or a hard copy of the Plan may be requested at no charge by calling Provider Services 833-230-2005 (TDD/TTY:711)

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