



Network Notification

Notice Date: April 16, 2026
To: Florida TRICARE Prime Demo Providers
From: CareSource Military & Veterans
Subject: Cultural Competency
Effective Date: April 16, 2026

Summary

At CareSource Military & Veterans™, we are committed to creating resources that empower health care providers to meet the diverse needs of their patients while maintaining professionalism and respect. Our mission is to promote positive health outcomes, ensuring that every individual can achieve optimal health by eliminating barriers to care.

Cultural Influences on Health Care Delivery

Cultural factors, including language, beliefs, values, and behaviors, influence how individuals perceive illness and interact with the health care system. Education, lived experience, and spiritual beliefs may further affect health-related decisions. Recognizing and addressing cultural differences is essential to improving communication, supporting treatment adherence, and reducing the risk of misunderstanding or non-compliance.

Addressing Gaps in Access to Care

Differences in access to health care are impacted by unequal social, economic, and environmental conditions. Achieving fairness in access requires the identification and removal of barriers related to race, ethnicity, gender, religion, socioeconomic status, disability, and geographic location. Addressing gaps in access to care promotes improved health outcomes, stronger communities, and a more sustainable health care system.

Cultural Competency Resources

We recognize our responsibility to provide educational resources that support our providers' and community partners' ability to deliver effective and culturally appropriate care, helping us reach our goal to reduce and ultimately eliminate the barriers in health care access and optimal health outcomes that adversely affect our members.

Providers can access a variety of cultural competency resources:

- **Psych Armor | Military & Veteran Ready:** Providers are invited to take part in the Military & Veteran Ready Organization training program to learn about military culture and how to best serve the active duty and retiree communities and their families. After completing the designated pathway of courses, individual learners will receive a Military & Veteran Ready digital certificate and badge to demonstrate their commitment to this community (valid for one year). Visit [CareSource Military & Veteran Ready Certificate Program](#) for more information.

Additional details about available resources are also included in our provider manual.

Prevalent Non-English Languages

To effectively support our patient population, it is essential to recognize the cultural and linguistic needs of our communities. Here are the top 10 non-English languages spoken by residents in the state of Florida:

- Spanish
- Haitian
- Portuguese
- French
- Arabic
- Russian
- Vietnamese
- German
- Chinese
- Tagalog

Source: US Census ACS (American Community Survey) 1-Year Estimates Public Use Microdata Sample | Language other than English spoken at home (LANP)

Language Support Services

Language assistance services during health encounters are provided at no cost to members and providers with limited English proficiency and to those with hearing, speech, or visual impairments. Available services include:

- Telephone interpretation during business hours through Member and Provider Services
- After-hours interpretation via the 24-Hour Nurse Advice Line listed on the member ID card
- Face-to-face interpreters, including sign language interpreters, upon request via Propio
 - For more information, please visit propio.com/welcome-caresource-providers/
- TTY and relay services via the number on the member ID card or by dialing 711

Please note: Interpreter requests should be submitted at least three business days in advance. Cancellations require 24 business hours' notice.

Provider Responsibility

Providers are expected to utilize available cultural competency and language access resources to support effective communication, ensure compliance with applicable regulations, and foster respectful, patient-centered care.

Questions?

Contact your Provider Services at **1-833-230-2170**.

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