CareSource | NETWORK *Notification*

Notice Date: **January 4, 2021**
To: **Indiana Providers**
From: **CareSource**
Subject: **Demographic Information Change Update**

Summary
National Committee for Quality Assurance (NCQA) requires that managed care entities (MCEs) identify languages and ethnic backgrounds of practitioners in the network to assess whether they meet members' language needs and cultural preferences.

Impact
When submitting provider maintenance information, please make a selection on the Demographic Change screen for "Provider Race/Ethnicity". In addition, please identify languages spoken on the Cultural/Linguistic/Accessibility Information tab.

Importance
Reporting cultural preference and language information is critical in helping members find the most appropriate provider.

Questions?
For questions on how to submit demographic information on the Provider Portal, please contact Provider Services at **1-844-607-2831** (Monday through Friday, 8 a.m. to 8 p.m. Eastern Standard Time).

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