



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 CareSource 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 through the Provider Portal, please contact Provider Services at:

- Marketplace: **1-866-286-9949** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)
- MA/D-SNP: **1-833-230-2176** (Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time)

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