

CareSource complies with applicable state and federal civil rights laws and does not discriminate on the basis of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status.

CareSource does not exclude people or treat them differently because of age, gender, gender identity, color, race, disability, national origin, marital status, sexual preference, religious affiliation, health status, or public assistance status. CareSource provides free aids and services to people with disabilities to communicate effectively with us, such as: (1) qualified sign language interpreters, and (2) written information in other formats (large print, audio, accessible electronic formats, other formats). In addition, CareSource provides free language services to people whose primary language is not English, such as: (1) qualified interpreters, and (2) information written in other languages. If you need these services, please call the member services number on your member ID card.

CareSource must abide by federal requirements regarding non-discrimination and meaningful access to information, services, and benefits in accordance with 45 CFR 92 and Sections 504-508 of the Rehabilitation Act of 1973. As an FMO or agent representing CareSource, you are required under our Agreement to comply with all applicable federal regulations and are required to ensure that program benefits, services, and enrollment information is available and accessible to persons with limited English proficiency and individuals with disabilities.

45 CFR § 92 requires that an “. . . individual shall not . . . be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any health program or activity. . . Any entity operating or administering a program or activity under this part shall take appropriate steps to ensure that communications with individuals with disabilities are as effective as communications with others in such programs or activities. . .”

Section 504 of the Rehabilitation Act of 1973 (29 USC § 794d) forbids organizations and employers from excluding or denying individuals with disabilities an equal opportunity to receive program benefits and services. Specifically, Section 504 of the Rehabilitation Act of 1973 (Section 504) and its amendments state: “No otherwise qualified individual with a disability . . . shall, solely by the reason of her or his disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance or under any program or activity conducted by any Executive agency . . . .”

Section 508 of the Rehabilitation Act of 1973 (29 USC § 794d) requires that when U.S. Federal government agencies develop, procure, or maintain, information and communication technology (ICT), that it is accessible to persons with disabilities.

To ensure health program benefits, services and enrollment information is available and accessible to persons with limited English proficiency or disabilities, plans and their representatives must abide by the 45 CFR § 92, relevant sections of the Rehabilitation Act of 1973 and subsequent amendments, and other applicable federal regulations.

Failure to comply with applicable federal regulations may result in termination of your Agreement with CareSource.

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