



## **Non-Discrimination Notice | Language Assistance**

We follow all state and federal civil rights laws. We do not discriminate, exclude, or treat people differently based on race, color, national origin, disability, age, religion, sex (which includes pregnancy, gender, gender identity, sexual preference, and sexual orientation), or based on marital, health, or public assistance status. We want all people to have a fair and just chance to be as healthy as they can be.

We offer free aids, services, and reasonable modifications if you have a disability. We can get a sign language interpreter. This helps you talk with us or to your providers. Get your printed materials in large print, audio, or braille at no cost. We can also help if you speak a language other than English. We can get an interpreter who speaks your language. Or get printed materials in your language. You can get this all at no cost to you.

You may file a grievance if we did not provide these services to you or if you think we discriminated in any other way.\*

**Mail:**

CareSource  
Attn: Civil Rights Coordinator  
P.O. Box 1947  
Dayton, Ohio 45401

**Email:** [CivilRightsCoordinator@CareSource.com](mailto:CivilRightsCoordinator@CareSource.com)

**Phone:** 1-844-539-1732

**Fax:** 1-844-417-6254

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

**Mail:**

U.S. Dept. of Health and Human Services  
200 Independence Ave. S.W.  
Room 509F HHH Building  
Washington, D.C. 20201

Mail the complaint form found at  
[www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf](http://www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf).

**Phone:** 1-800-368-1019 (TTY: 1-800-537-7697)

**Online:** [ocrportal.hhs.gov](http://ocrportal.hhs.gov)

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.