



# NETWORK *Notification*

**Notice Date:** December 8, 2022  
**To:** All MA/D-SNP/MyCare Providers  
**From:** CareSource  
**Subject:** Multi-Language Insert Requirement  
**Effective Date:** December 30, 2022

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## Summary

The Centers for Medicare & Medicaid Services (CMS) requires that all health plan enrollees receive the multi-language insert (MLI) document to inform beneficiaries that free interpreter services are available for the top 15 languages spoken in the United States, plus all additional languages that meet a five percent service area threshold. The MLI may be included as part of required materials or as a standalone document.

## Impact

To meet this requirement, the MLI should be included with the following materials:

- An Important Message from Medicare About Your Rights (IM)
- Detailed Notice of Discharge Form (DND)
- Medicare Outpatient Observation Notice (MOON)
- Notice of Medicare Non-Coverage (NOMNC)

## Importance

Achieving Health Equity requires that our members receive health information in the language they understand. Review this document at [CMS.gov/Medicare/Managed Care Marketing Documents](https://www.cms.gov/Medicare/Managed-Care/Marketing-Communications/Direct-Marketing/2022-01-17-MLI-Requirement).

## Questions?

Contact CareSource MyCare Provider Services at **1-800-488-0134**  
Contact CareSource MA/D-SNP Provider Services at **1-833-230-2176**

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