



NETWORK *Notification*

Notice Date: October 2, 2023
To: All D-SNP and MyCare Providers
From: CareSource
Subject: Multi-Language Insert Requirement
Effective Date: October 1, 2023

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/Detailed-Notices/2023-08-01-MLI-Requirement).

Questions?

Contact CareSource MyCare Provider Services at **1-800-488-0134**.

Contact CareSource D-SNP Provider Services at **1-833-230-2176**.

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