



# NETWORK *Notification*

**Notice Date:** March 19, 2026  
**To:** West Virginia Marketplace Providers  
**From:** CareSource  
**Subject:** Cultural Competency  
**Effective Date:** March 19, 2026

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## Summary

At CareSource, we are committed to creating resources that empower health care providers to meet the diverse needs of their patients while maintaining professionalism and respect. Our mission is to promote positive health outcomes, ensuring that every individual can achieve optimal health by eliminating barriers to care.

## Cultural Influences on Health Care Delivery

Cultural factors, including language, beliefs, values, and behaviors, influence how individuals perceive illness and interact with the health care system. Education, lived experience, and spiritual beliefs may further affect health-related decisions. Recognizing and addressing cultural differences is essential to improving communication, supporting treatment adherence, and reducing the risk of misunderstanding or non-compliance.

## Addressing Gaps in Access to Care

Differences in access to health care are impacted by unequal social, economic, and environmental conditions. Achieving fairness in access requires the identification and removal of barriers related to race, ethnicity, gender, religion, socioeconomic status, disability, and geographic location. Addressing gaps in access to care promotes improved health outcomes, stronger communities, and a more sustainable health care system.

## Cultural Competency Resources

We recognize our responsibility to provide educational resources that support our providers' and community partners' ability to deliver effective and culturally appropriate care, helping us reach our goal to reduce and ultimately eliminate the barriers in health care access and optimal health outcomes that adversely affect our members.

Providers can access a variety of cultural competency resources on our websites:

- **Cultural Competency in Health Care:** This training resource enhances cultural and disability competency, enabling providers to effectively address the health needs of all patients. This training can be found within our Learning Management System (LMS) at [HealthPlanResources.com](https://www.healthplanresources.com).
- **Free activities via CME Outfitters:** Through our partnership with CME Outfitters, you can earn over 10 hours of free CME/CE credit by visiting [Addressing Access to Health Care](#).

Additional details about available resources are also included in our provider manual.

## Prevalent Non-English Languages

To effectively support our patient population, it is essential to recognize the cultural and linguistic needs of our communities. Here are the top 10 non-English languages spoken by residents in the state of West Virginia:

- Spanish
- French
- German
- Italian
- Filipino
- Arabic
- Haitian
- Pennsylvania German
- India N.E.C.
- Chinese

Source: The U.S. Census Bureau's American Community Survey (ACS) 1-Year Public Use Microdata Sample (PUMS) | reaLanguage other than English spoken at home (LANP)

## Language Support Services

Language assistance services during health encounters are provided at no cost to members and providers with limited English proficiency and to those with hearing, speech, or visual impairments. Available services include:

- Telephone interpretation during business hours through Member and Provider Services
- After-hours interpretation via the 24-Hour Nurse Advice Line listed on the member ID card
- Face-to-face interpreters, including sign language interpreters, upon request via Propio
  - For more information, please visit [propio.com/welcome-caresource-providers/](https://propio.com/welcome-caresource-providers/)
- TTY and relay services via the number on the member ID card or by dialing 711

Please note: Interpreter requests should be submitted at least three business days in advance. Cancellations require 24 business hours' notice.

## Provider Responsibility

Providers are expected to utilize available cultural competency and language access resources to support effective communication, ensure compliance with applicable regulations, and foster respectful, patient-centered care.

## Questions?

Contact your Health Partner Engagement Specialist or Provider Services at **1-833-230-2101**, available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time (ET).

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