

Notice Date: June 19, 2024  
To: **Michigan Medicaid and MI Health Link Providers**  
CareSource  
From: Visit the **HAP** CareSource Health Equity Webpage for Resources and  
Subject: Trainings!

---

#### Summary

At HAP CareSource™ and HAP CareSource™ MI Health Link (Medicare-Medicaid Plan), we recognize our responsibility to provide resources that support our providers' and other community partners' ability to deliver effective and culturally competent care. The HAP CareSource and HAP CareSource MI Health Link Health Equity [webpage](#) includes links to education opportunities and press releases that share the difference we are making in local communities.

#### Impact

HAP CareSource and HAP CareSource MI Health Link are dedicated to the communities we serve, and to making a positive impact in the lives of our members through the elimination of health disparities, supporting health equity initiatives and partnering with community stakeholders to carry out this work.

#### Importance

Providers are expected to deliver services in a culturally competent manner, which includes removing all language barriers, accommodating the unique ethnic, cultural and social needs of the member and to understand that social determinants of health are recognized as significant contributors to member outcomes and quality of life. HAP CareSource and HAP CareSource MI Health Link encourage our employees and providers to practice cultural humility through self-reflection, including awareness of our beliefs, values, and implicit biases, recognizing that cultural competency requires ongoing learning from those whose beliefs and experiences differ from our own, respecting the other person's identity and acknowledging that each of us is the sole expert on ourselves.

Visit the Health Equity webpage at [HAPCareSource.com](https://HAPCareSource.com) > Providers > Education > [Health Equity](#).

MI-MED-P-2744970