

Submitting Community Advisory Council (CAC) materials for Medicaid compliance review

CAC coordinators should work directly with their CCO’s communications and compliance staff to ensure documents meet CCO standards and Oregon Health Plan (Medicaid) material requirements. Each CCO has staff identified who submit materials for review by the Oregon Health Authority. [Click here](#) for a contact list.

Questions and answers

1. What are the contract requirements for review of OHP member materials?

Managed Care Entities (MCEs) must submit member notices, informational and educational materials, and marketing materials to OHA for review and approval by the Quality Assurance & Contract Oversight unit prior to use and distribution to members. See CCO Contract Exhibit B, Section 4(f) for additional information.

2. What state and federal requirements must OHP member materials meet?

Medicaid information and education requirements are outlined in Federal Regulations, Oregon Administrative Rules, Oregon Revised Statutes, and CCO/DCO Contracts. In general, any documents shared with an Oregon Health Plan member must:

- Meet Grade 6 readability level on the Flesch-Kincaid Grade Level scale.
- Have a minimum font size of 12 point for regular text and 18 point for large print.
- Have a font color contrast ratio of at least 4.5:1 for regular text and 3:1 for large print.
- Include language access and accessible format information, including no-cost assistance and availability of interpreters. This information must be in 18 point font.
 - Translated tagline examples are available on the [Quality Assurance Material Submission and Review page](#). Here is an example in English:

“You can get this letter in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call #CCOCustomerService# or TTY #TTY#. We accept relay calls.”

Relevant citations:

- OAR 410-141-3575 Marketing; OAR 410-141-3585 Education and Information; OAR 410-141-3590 Member Rights and Responsibilities; ORS 183.750 Readability of Public Writings
- Contract Exhibit B Part 3 - 4. Informational Materials: General Information and Education
- 42 CFR § 438.10 Information requirements; 42 CFR § 438.104 Marketing activities

3. What types of CAC materials must be submitted to OHA for review?

Please note: Each CCO has its own review process and requirements. This guidance only speaks to OHA review requirements.

Item	OHA review required?
CAC meeting agendas or meeting minutes	No
PowerPoint slides developed for CAC meetings	No
CAC bylaws / charters	No
Press releases about open CAC positions	No
CAC member handbook	No
CAC member application	Yes
CAC member recruitment flyer	Yes
CAC member recruitment email invitation	Yes

5. How long does it take for materials to be reviewed by OHA?

- Regular submissions: Up to 45 days.
- Expedited submissions: Up to 15 days.
- State of emergency submissions: Up to four days.

6. How often do required materials need to be submitted for review?

Resubmission is required for documents approved more than 6 months ago.

7. Who should I contact at OHA with questions?

Please reach out to HSD.QualityAssurance@dhsosha.state.or.us with any questions.

CCOs are also encouraged to first review [additional information and FAQ covering member materials](#) and check with their communications and compliance staff before submitting questions.

Last updated: May 25, 2022