# Checklist for Medicaid Member Materials

All materials should meet the following requirements:

☐ **Readability** is Grade 6 on the Flesch-Kincaid Grade Level scale (Maximum score: 6.9)

☐ Document includes **Language Access Statement** (also called taglines) in all prevalent languages. Example taglines can be found on the [Member Material Submission page](#).

- Per **Section 1557 of the Affordable Care Act**, some member materials must include language access statements in Oregon's Top 15 prevalent non-English languages. For the list of these materials, please see [45 CFR § 92.11](#). For materials not on this list, language access statements must be in English and all prevalent non-English languages in the CCO service area.
- OHA uses the **[Medicaid Enrollment Report](#)** to determine languages in the Top 15 list.
- **CMS templates** must include Language Access Statements.

☐ **Language Access Statements** must include:

- Help is free
- Other languages and formats are available
- Interpreters are available
- Customer service number
- TTY number
- 18 pt font size

☐ All **font sizes** are at least 12 point for regular text, 18 point for large text. This applies to all text, including graphics, headers, and footers.

☐ **Font color** has a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text. You can check contrast ratio of your font colors on [WebAIM](#).

☐ All **URLs are correct** and **hyperlinks are working**. If the document will be printed, URLs are spelled out.

☐ Document includes **CCO branding and contact information**. Subcontractor documents must be co-branded with the CCO.

☐ **Content** is accurate and reflects the most current information available, and meets compliance with state and federal requirements.

*Please note:* Contract deliverables may have additional requirements, as outlined in guidance and evaluation criteria.