

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 [Monthly Medicaid Population Report](#) to determine which languages fall into the Top 15 list.
- 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.

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