

Annual Letter Checklist

Content must include: Simple, usable details that a member would need to know to access care based on their level of benefit coverage. References: OAR 410-141-3580 (6); OAR 410-141-3585 (9-10); Exhibit B Part 3 (2) (k)	MCE: Reviewers:	
	MET	COMMENTS
1. Must include Language Access Tagline. Language in the letter accompanying the member ID card must include how a member can access auxiliary aids and services, including materials in alternate formats, other languages, oral interpretation at no cost to them. Tagline must be a minimum of 18-point font.	<input type="checkbox"/> YES <input type="checkbox"/> NO	
2. Overall document font size must be no smaller than 12-point for regular print.	<input type="checkbox"/> YES <input type="checkbox"/> NO	
3. Must be in easily understood language and format. 6th grade reading level or lower using the Flesch-Kincaid readability scale.	<input type="checkbox"/> YES <input type="checkbox"/> NO	
4. MCE contact information, including website and customer service number	<input type="checkbox"/> YES <input type="checkbox"/> NO	
5. Annual letter should include the following elements:		
5a. How to access the member handbook, including website and phone number	<input type="checkbox"/> YES <input type="checkbox"/> NO	
5b. How to access the provider directory, including website and phone number	<input type="checkbox"/> YES <input type="checkbox"/> NO	
5c. Hard copies will be sent upon request within 5 days	<input type="checkbox"/> YES <input type="checkbox"/> NO	
5e. Any additional information MCE would like to include to assist member in MCE navigation.		