

Language access

Do MCEs need to offer translation in prevalent languages in their area only?

Managed Care Entities (MCEs) must send materials in a member's preferred language for all prevalent, non-English languages in the service area. For all other languages, translations must be provided when a member request is received.

Do language access taglines need to be in 18-point font?

Language Access taglines in English and the MCE's prevalent non-English languages must be in 18 point font. Taglines in other languages should be in 12 point font at a minimum, 14 point font as a best practice.

- **Does the language access statement need to be in 18 point font on postcards?**
Yes, it must be in 18 point font on all materials, even postcards.

Does my document need to include the statement translated into 14 or 24 languages?

You can translate the statement into as many languages as you want. At a minimum, it must be translated into the languages that are prevalent in your service area.

We use an insert for our non-discrimination statement. For SharePoint review submissions, do I have to resubmit the insert every time?

No, but please include the SharePoint ID number of the approved insert with every applicable submission so the reviewer can reference it.

Is there an example of a Language Access Statement we can use?

Please see [Language Access Statements translated into 15 languages](#). 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 xxx-xxx-xxx or TTY 711. We accept relay calls."

Formatting

Should I use brackets or carets to note variable data?

You can use either symbol. Both are acceptable for our review process, as most variable data fall into our list of readability exclusions.

Do I need to name my SharePoint document submissions in a specific way?

No, please use naming conventions that work best for you.

Will OHA assign an approval number for documents?

OHA tracking numbers were retired in 2020 as we moved to using automatically generated SharePoint ID numbers. Some CCOs continue to use their own tracking numbers.

Resubmissions

If changes are made, do I have to resubmit documents that were previously approved?

Review standards were significantly revised in May 2020; any documents that were approved before that date will need to be resubmitted for approval.

For documents approved after May 2020, please follow these guidelines:

No resubmission needed

- Document was approved within last 6 months.
- Contact information or date changes; minor formatting changes.

Resubmission needed

- Document was approved more than 6 months ago.
- Changes to messaging.

Accounts & Permissions

How do I request permission for a new employee?

Please send a request to tiffany.t.reagan@dhsoha.state.or.us with the following information:

- Name
- Email
- Title
- CCO-OHA Access Agreement number
- Partner number (P#), if applicable

Who do I contact if I have trouble logging into my account?

Please call the DHS-OHA Service Desk at 503-945-5623 for help with password issues and login errors.

FAQ References:

42 CFR § 438.10; OAR 410-141-3585

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