Member Handbook Submission and Review Guidelines

CCOs should follow the submission and review guidelines included in this document to assist with OHA's review of the Member Handbook.

1. **Submission Date:** CCO Member Handbooks are due to OHA for review and approval (a) annually between September 1 and November 1; (b) upon any material change prior to or after initial review and approval by OHA; and (c) within five (5) Business Days after request by OHA as may be made from time to time.

2. **Evaluation Criteria and Guidance:** OHA's evaluation criteria and guidance must be released 90 days in advance of the deliverable due date. OHA has updated the Member Handbook evaluation criteria for the 2023 Member Handbook submission. The criteria included in the *2023 CCO Member Handbook Evaluation Criteria* (Excel document) will be used by OHA to evaluate the member handbook submissions. The Member Handbook must address all criteria outlined by OHA. The CCO must validate the accuracy of any regulatory and/or contractual references included in the Member Handbook prior to submission for review and approval.

3. **Model handbook language:** CCOs may use model handbook language. The Model Handbook reflects suggested language to meet rules and guidelines set forth in the review criteria elements. CCOs are not required to use the language within the model handbook and can reorganize sections, use different graphics or format to fit CCOs desired flow.
   - It is the CCO's responsibility to ensure that all sections of their Member Handbook address all elements of the review criteria and meets all readability and access standards.

4. **Technical Assistance:** OHA is available for technical assistance prior to submission of the Member Handbook and during the re-submission process. Please email all technical assistance requests to OHA Quality Assurance team via email at HSD.QualityAssurance@dhsoha.state.or.us.

5. **Delivery Method:** Member Handbooks shall be submitted between September 1 and November 1 to OHA's Quality Assurance (QA) unit via SharePoint. If the Member Handbook is submitted through email, OHA will request the CCO submit through SharePoint.

   In addition, the **CCO must complete column E** in the document titled *2023 CCO Member Handbook Evaluation Criteria* (Excel) and return to the OHA QA unit via email at HSD.QualityAssurance@dhsoha.state.or.us.

   Please note: OHA QA will return Member Handbook submissions to the CCO if the following occur: 1) The Member Handbook is not accompanied by the completed Excel spreadsheet; or 2) The designated columns in the Excel spreadsheet are not completed with the requested information.

6. **Format and Formatting Requirements:**
   a. The Member Handbook must be submitted to SharePoint in Word format. The QA unit will allow those CCOs with extenuating circumstances to submit in another format if they have any issues with a Word submission. Please submit extenuating circumstance to the QA unit at HSD.QualityAssurance@dhsoha.state.or.us prior to the submission of the Member Handbook.
   b. Use naming convention CCO_NameOfDeliverable_Version_YYYYMMDD. The date should be the date the CCO submits the deliverable to OHA. (ex: YCCO_MemberHandbook_v01_20220315

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c. Include page numbers in the Member Handbook.
d. All OAR and CFR citations should be accompanied by an explanation of the information/requirement(s) in the state or federal rule. The CCO should not cite an OAR or CFR without any additional information or summary of the OAR requirement(s).
e. Ensure the Member Handbook is member friendly and easy-to-follow. The Member Handbook should include a table of contents, make use of graphics and white space, group similar information in the same section, and be organized in an easy to understand manner.

7. **Readability:** Prior to submitting, CCO must ensure member handbook is at a 6th grade reading level (between 6.0-6.9). OHA uses the Flesch-Kincaid Readability Scale via the spelling and grammar check function in Microsoft Word. Please reference the list of items that can be excluded from the readability calculation in the document titled *2023 CCO Member Handbook Evaluation Criteria* (excel).

8. **Identification of 2023 Changes:** The CCO must use track changes or highlight revisions made to the 2023 Member Handbook submission that were not included in the approved 2022 Member Handbook. If the CCO does not include track changes or highlight text, OHA QA will return the submission to the CCO and request the Member Handbook be resubmitted.

9. **OHA Evaluation Results**
   a. **OHA scoring:** Each element will be scored with either a "score=1" for met or "score=0" for not met. Each element must be fully met to score a "1". All compliant elements will be tallied to determine the overall percentage of compliance. The CCO will have to achieve 100% compliance to obtain OHA approval
   b. **Required changes**: The Quality Assurance team will provide each CCO with their individual evaluation results via email. OHA QA reviewers will complete the OHA comments column in the *2023 CCO Member Handbook Evaluation Criteria* (Excel) document. Unless otherwise indicated, all requested edits are required and all comments must be addressed. To limit the number of re-submissions, please do not resubmit to the Quality Assurance team until ALL required changes and comments have been addressed. The Quality Assurance team will identify any other required edits not already captured in the evaluation criteria (e.g., format, structure of document, grammar, etc). OHA will score those additional edits using the scoring described above.

   OHA is available to provide technical assistance upon receipt of OHA's evaluation. Please email all technical assistance requests to OHA Quality Assurance team via email at HSD.QualityAssurance@dhsoha.state.or.us.
   c. **Re-submission delivery method:** revised Member Handbooks must be submitted to Sharepoint. The CCO must also complete the designated columns in the document titled *2023 CCO Member Handbook Evaluation Criteria* (Excel) and return to the OHA QA unit via email at HSD.QualityAssurance@dhsoha.state.or.us.
   d. **Review timeframes**: OHA will complete the initial review of the 2023 Member Handbook within 30 days of receipt. OHA recommends CCOs submit the 2023 Member Handbook as early as possible within the submission timeframe (October 1 – November 1) to allow enough time to the CCO to submit the approved Member Handbook for translation, printing and mailing.

OHA will complete the evaluation of each Member Handbook re-submission (after the first review) within two weeks of receipt. Please note numerous re-submissions to address the corrections in OHA's original evaluation will impact the CCO's overall timeline for translation, printing, and distribution of the Member Handbooks.

10. **Final Approval:** A CCO may be granted conditional or final approval.
    a. Conditional approval: A CCO may be granted a conditional approval if a minor change is required to the Member Handbook that does not involve substantive changes (e.g., Transition of Care policy must be posted to the CCO webpage; web links need to be active). If conditional approval is granted, the CCO must provide evidence to the OHA Quality Assurance unit to resolve the partially met finding for the element and receive final approval. The CCO may move the Member Handbook forward to translation and printing before final approval is granted.
    b. Final approval: A final clean copy must be uploaded to Sharepoint for final approval. Final approval will be granted in Sharepoint and a communication will be sent to the CCO Contract Administrator notifying them of the Member Handbook approval. Unless a CCO receives conditional approval, the CCO may not translate, print or mail Member Handbooks until final approval is granted by OHA.

11. **Translation Requirements:** OAR 410-141-3575 defines "prevalent non-English languages" as all non-English languages that are identified during the eligibility process as the preferred written language by the lesser of: (A) Five percent of the MCE's total OHP enrollment; or (B) One thousand of the MCE's members. If a prevalent language is identified in a CCO service area, the CCO will need to provide written translation of the member handbook in the prevalent language.

    Once a final translated copy of the Member Handbook is available, CCOs must submit the MH in the prevalent non-English languages to OHA Quality Assurance team via email at HSD.QualityAssurance@dhsoha.state.or.us. OHA will not review translated materials, but will confirm the material is available in the prevalent languages within the service area.

12. **Member Notification:** CCOs must notify members of the availability of the Member Handbook. For 2023 Member Handbooks, OHA will not grant a grace period for translation and printing, similar to 2022 Member Handbook distribution, and all Member Handbooks must be mailed within the timelines outlined in OAR. OHA strongly encourages all CCOs to submit the 2023 member handbooks as close as possible to September 2022.
    a. OAR 410-141-3585 (8) states existing MCE members must be notified annually of the availability of a member handbook and provider directory and how to access those materials. MCEs shall send hard copies upon request within five days. OHA interprets this to mean current members must be sent a notice informing them of the availability of the updated member handbook and provider directory.
    b. OAR 410-141-3585 (7) states within 14 days of an MCE receiving notice of a member's enrollment, MCEs shall mail a welcome packet to new members and to members returning to the MCE 12 months or more after previous enrollment. The packet shall include, at a minimum, a welcome letter, a member handbook, and information on how to access a provider directory, including a list of any in-network retail and mail-order pharmacies. Only new members or members returning to the CCO 12 months or more after previous enrollment are required to receive a hard copy of the handbook along with the welcome

packet. OHA interprets this to mean the packet must be
mailed within 14 days of being notified of a member's enrollment.