Submission Guide for Medicaid Member Materials using the CCO Deliverables Portal

Introduction

Please use this guidance for Medicaid member materials created by coordinated care organizations (CCOs). CCOs must submit member notices, informational and educational materials, and marketing materials to OHA for review and approval by the CCO Quality Assurance unit prior to use and distribution to members.

What's inside this guide?

Review timeframes

CCOs can expect the following review timeframes:

- Regular submissions: Up to 45 days
- Expedited submissions: Up to 15 days
- Emergency submissions: Up to 4 days

Subcontractor materials

- CCOs are responsible for reviewing and approving subcontractor versions of materials to ensure all requirements are met.
  - Example: Dental plan newsletter
- CCOs should not submit subcontractor materials to OHA unless specifically requested.
- Subcontractor materials must be co-branded with the CCO.

Resubmissions

No resubmission needed

- Approved within the last 12 months, or
- Contact information or date changes; minor formatting changes.

Resubmission needed

- Approved more than 12 months ago, or
- Changes to messaging.

What should be submitted to OHA for review and approval

Based on 2026 CCO Contract changes, OHA will cease reviewing most materials created by CCOs for members. OHA will continue to review materials required by CFR and materials that are separately called out as Contract Deliverables. Please see the list below for more detail.

Submission needed for OHA review and approval

- **All Provider Termination materials**, per [42 CFR 438.10(f)(1)](#). This includes any letters, text messages, phone scripts or other materials related to any contracted provider termination or closure.
  - **Important:** All provider terminations must be submitted, including the specific notice that will be sent with provider detail. We are noting this as we most often receive templates without specific information or templates only related to DSN Material Changes.
- **All Marketing materials**, per [42 CFR 438.104(c)](#). Please use the [Marketing Checklist](#) before submitting your documents.
- **Separate Contract Deliverables**, including but not limited to: Member Handbooks, Denial notices, Annual letters and Welcome Packets, Notices of Nondiscrimination and Language Access, Health Risk Assessments.

Materials not listed above do not need to be submitted to OHA for review, unless specifically requested via Admin Notice.

Important: CCOs are still responsible for ensuring all materials meet compliance with state and federal requirements, including language access taglines, accessibility, and readability requirements. OHA recommends using the [Checklist for OHP Member Materials](#) to review your materials internally.

- *Reminder:* Language Access taglines must be included in the Top 15 non-English languages in Oregon if the material is called out in [45 CFR § 92.11](#).

Relevant references and citations

[Oregon Administrative Rules](#)

- 410-141-3575 Marketing and Definitions
- 410-141-3580 Potential member information
- 410-141-3585 Education and information

[CCO Contract](#)

- Exhibit B, Part 3, Patient Rights and Responsibilities, Engagement, and Choice

[Code of Federal Regulations](#)

- 42 CFR § 438.10 Information Requirements
- 45 CFR § 92 Nondiscrimination in health programs or activities

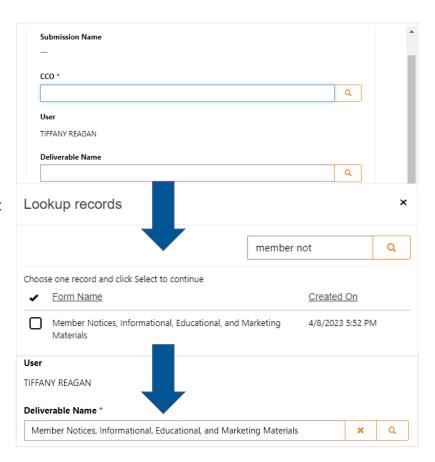## Materials for Community Advisory Councils (CACs)

Community Advisory Council (CAC) coordinators should work directly with their CCO's communications and compliance staff to ensure documents meet CCO standards and Oregon

Health Plan material requirements. Based on 2026 CCO Contract changes, OHA will cease reviewing most materials created by CCOs for members, which includes CAC materials.

How to submit materials using the CCO Contract Deliverables Portal

1. Login at https://oha-cco.powerappsportals.us/

2. From your dashboard, click "Submit" to load the Create Submission screen.

3. Choose your CCO.

4. From the Deliverable Name list, choose "Member Notices, Informational, Educational, and Marketing Materials."

5. Choose the system due date. For ad hoc deliverables like member materials, it's always the last day of the year.

6. Let us know if the submission is an attestation / file & use.

7. Attach files. You can attach multiple files at a time. This is helpful when you have a group of related materials, such as several versions of a letter or a suite of marketing materials. Please do not submit unrelated materials together.

8. Add any applicable notes. Example: "Please expedite this review"

9. Click submit. An alert will then be sent to reviewers.

How to indicate submission is an attestation or "File and Use"

On the "Create Submission" screen, use the attestation dropdown to choose "Yes" or "No."

How to check the status of your submission

The status and date will populate on the submission details page. The CCO user who submitted the deliverable will receive a notification when the status changes.

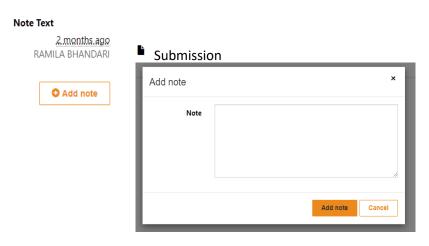| STATUS*	REVIEWERS USE WHEN
Submitted	*System default after submission*
Under Review	Review begins
Corrections Needed	Review is complete but changes are needed
Accepted	No review. This status is used for attestations / file & use
Approved	Review is complete and deliverable is final / approved

*Please note: There are two other statuses that are not used in the Materials process. Those are *Pending OHA Action* and *Pending CCO Action*.

How to use notes to request expedited review or add more context

You can use the CCO Portal's notes functionality to communicate with reviewers.

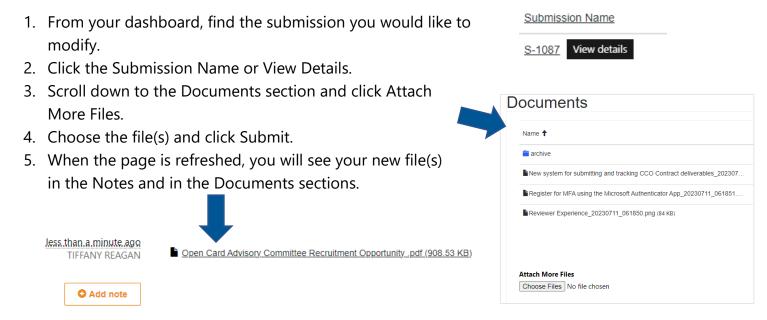*Examples of use:* Add a note to request an expedited review or alert reviewers to additional context about your submission.

You can add a note during submission. To add a note to an existing file, choose a submission from the dashboard and click "View details." On the submission page, click the orange + Add note button.

Note Text

2 months ago
RAMILA BHANDARI

Submission

➕ **Add note**

Add note ✕

Note

Add note   Cancel

How to submit a corrected or updated version of the same document

Adding an updated or corrected document to an existing submission record is simple.

1. From your dashboard, find the submission you would like to modify.
2. Click the Submission Name or View Details.
3. Scroll down to the Documents section and click Attach More Files.
4. Choose the file(s) and click Submit.
5. When the page is refreshed, you will see your new file(s) in the Notes and in the Documents sections.

Submission Name

S-1087 | View details

Documents

Name ↑

📁 archive

📄 New system for submitting and tracking CCO Contract deliverables_202307…

📄 Register for MFA using the Microsoft Authenticator App_20230711_061851….

📄 Reviewer Experience_20230711_061850.png (84 KB)

Attach More Files

Choose Files | No file chosen

less.than.a.minute.ago
TIFFANY REAGAN

📄 Open Card Advisory Committee Recruitment Opportunity .pdf (908.53 KB)

⊕ Add note

More training: You can find more training resources and information about the CCO Contract Deliverables Portal on the CCO Contract Forms page.