

## Member Notice Template (MNT) Submission and Review Guidelines

**1. Submission Date:** Managed Care Entity (MCE) MNT are due to OHA for review and approval by March 1 of each Contract Year. If no changes have been made to Contractor's MNT since last approved by OHA, Contractor may, for its annual submission, submit to OHA via Administrative Notice, an Attestation stating that no changes have been. *Please ensure to include names of specific notices that have not been changed.*

**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 MNT evaluation criteria for the 2022 MNT submission. The criteria included in the 2022 MCE MNT Evaluation Criteria (Excel document) will be used by OHA to evaluate the MNT submissions. The MNTs must address all criteria outlined by OHA. The MCE must validate the accuracy of any regulatory and/or contractual references included in the MNT prior to submission for review and approval.

MCEs should follow the submission and review guidelines included in this document to assist with OHA's review of the MNTs.

**3. Technical Assistance:** OHA is available for technical assistance prior to submission of the MNTs 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](mailto:HSD.QualityAssurance@dhsoha.state.or.us).

**4. Delivery Method:** MNTs shall be submitted by March 1\* of each Contract Year to OHA's MCE Deliverables emails at

- [CCO.MCOTDeliverableReports@dhsoha.state.or.us](mailto:CCO.MCOTDeliverableReports@dhsoha.state.or.us)
- [DCO.DeliverableReports@dhsoha.state.or.us](mailto:DCO.DeliverableReports@dhsoha.state.or.us)

*\*Please note: For 2022, submission deadline is August 1.*

In addition, the MCE must complete column G (if applicable) in the document titled 2022 MCE MNT Evaluation Criteria (Excel) and return to the OHA QA unit via email at [HSD.QualityAssurance@dhsoha.state.or.us](mailto:HSD.QualityAssurance@dhsoha.state.or.us).

## 5. Format and Formatting Requirements:

a. The Member Notice Templates (MNT) must be submitted in Word format. The QA unit will allow those MCEs 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](mailto:HSD.QualityAssurance@dhsoha.state.or.us) prior to the submission of the MNT.

b. Use naming convention **MCE\_NameOfNotice\_Version\_YYYYMMDD**. The date should be the date the MCE submits the deliverable to OHA. (ex: **UHA\_NOAR\_v01\_20220429**)

c. All OAR and CFR citations should be accompanied by an explanation of the information/requirement(s) in the state or federal rule. The MCE should not cite an OAR or CFR without any additional information or summary of the OAR requirement(s).

d. Ensure the MNTs are member friendly and easy-to-follow, be organized in an easy to understand manner.

**6. Readability:** Prior to submitting, MCE 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 <https://www.oregon.gov/oha/HSD/OHP/Documents/OHA%20Material%20Reviews%20-%20Readability%20scoring%20guide.pdf>

**7. Identification of 2022 Changes:** The MCE must use track changes or highlight revisions made to the 2022 MNT submission that were not included in the approved 2021 MNTs. If the MCE does not include track changes or highlight text, OHA QA will return the submission to the MCE and request the MNTs be resubmitted.

## **8. 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 MCE will have to achieve 100% compliance to obtain OHA approval

b. **Required changes:** The Quality Assurance team will provide each MCE with their individual evaluation results via email. OHA QA reviewers will complete the OHA comments column in the 2022 MCE MNT 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](mailto:HSD.QualityAssurance@dhsoha.state.or.us).

c. **Re-submission delivery method:** revised Member Notice Templates must be submitted via email. The MCE must also complete the designated columns in the document titled 2022 MCE MNT Evaluation Criteria (Excel) and return to the OHA QA unit via email at [HSD.QualityAssurance@dhsoha.state.or.us](mailto:HSD.QualityAssurance@dhsoha.state.or.us).

d. **Review timeframes:** OHA will complete the initial review of the 2022 MNTs within 45 days of receipt. OHA recommends MCEs submit the 2022 MNTs as early as possible to the submission due date (March 1) to allow enough time to the MCE to submit the approved MNTs for translation, printing and mailing.

OHA will complete the evaluation of each MNTs 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 MCE's overall timeline for translation, printing, and distribution of the Member Notice Templates.

6. **Final Approval:** A MCE may be granted conditional or final approval.

a. Conditional approval: A MCE may be granted a conditional approval if a minor change is required to the MNT that does not involve substantive changes. If conditional approval is granted, the MCE must provide evidence to the OHA Quality Assurance unit to resolve the partially met finding for the element and receive final approval.

b. Final approval: A final clean copy must be submitted via email for final approval. Final approval will be granted via email and a communication will be sent to the MCE Contract Administrator notifying them of the MNT approval. If a MCE receives conditional approval, the MCE may not translate, print or mail Member Notice Templates until final approval is granted by OHA.

7. **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 MCE service area, the MCE will need to provide written translation of the MNTs in the prevalent language.

Once a final translated copy of the MNTs are available, MCEs must submit the MNTs in the prevalent non-English languages to OHA Quality Assurance team via email at [HSD.QualityAssurance@dhsosha.state.or.us](mailto:HSD.QualityAssurance@dhsosha.state.or.us). OHA will not review translated materials, but will confirm the material is available in the prevalent languages within the service area.

8. **Member Notification:** For 2022 Member Notice Templates, OHA will not grant a grace period for translation and printing, and all Member Notice Templates must be mailed within the timelines outlined in OAR. OHA strongly encourages all MCEs to submit the 2022 Member Notice Templates as close as possible to August 1, 2022.