

Member Notice Template (MNT) Submission and Review Guidelines

1. Submission Date: Member Notice Templates are due to OHA for review and approval by March 1 of each Contract Year.

2. Attestation: If the CCO determines that the version of the document last approved by the OHA is compliant with the applicable requirements for the 2023 Contract Year and has not changed the document since the last approved version, then the CCO may, for its annual submission, submit the attestation form posted on the [CCO Contract Forms page](#).

3. 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 2023 Member Notice Templates submission. Minor updates have been made to the criteria and Member Notice Templates should be updated accordingly. CCOs may submit attestation if the only changes made to the Member Notice Templates are the minor edits included in the evaluation criteria.

The criteria included in the 2023 Member Notice Templates Evaluation Criteria (Excel document) will be used by OHA to evaluate the submissions. The Member Notice Templates must address all criteria outlined by OHA. The MCE must validate the accuracy of any regulatory and/or contractual references included in the Member Notice Templates prior to submission for review and approval.

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

4. Technical Assistance: OHA is available for technical assistance prior to submission of the Member Notice Templates and during the re-submission process. Please email all technical assistance requests to OHA Quality Assurance team via email at HSD.QualityAssurance@odhsoha.oregon.gov.

5. Delivery Method: Member Notice Templates shall be submitted by March 1 of each Contract Year to OHA's CCO Deliverables mailbox at:

- CCO.MCOTDeliverableReports@dhsaha.state.or.us

In addition, the CCO must complete column G (if applicable) in the document titled 2023 Member Notice Templates Evaluation Criteria (Excel) and submit to the CCO deliverables mailbox with the Member Notice Templates.

6. Format and Formatting Requirements:

a. The Member Notice Templates 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@odhsoha.oregon.gov prior to the submission date.

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_20230429](#))

c. 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).

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

7. Readability: Prior to submitting, CCOs must ensure the Member Notice Templates are 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 [Readability Scoring Guide](#).

8. Identification of 2023 Changes: The CCO must use track changes or highlight revisions made to the 2023 Member Notice Templates submission that were not included in the approved 2022 Member Notice Templates. If the CCO does not include track changes or highlight text, OHA QA will return the submission to the MCE and request the Member Notice Templates 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 Member Notice Templates 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@odhsoha.oregon.gov.

c. **Re-submission delivery method:** revised Member Notice Templates must be submitted via email. The CCO must also complete the designated columns in the document titled 2023 Member Notice Templates Evaluation Criteria (Excel) and return to the OHA QA unit via email at HSD.QualityAssurance@odhsoha.oregon.gov.

d. **Review timeframes:** OHA will complete the initial review of the 2023 Member Notice Templates within 45 days of receipt. OHA recommends CCOs submit the 2023 Member Notice Templates 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 re-submission cycle (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 Notice Templates.

6. **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 Notice Templates that does not involve substantive changes. 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.

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 CCO Contract Administrator notifying them of the MNT approval. If a CCO receives conditional approval, the CCO 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 CCO service area, the CCO will need to provide written translation of the Member Notice Templates in the prevalent language.

OHA will not review translated materials but will confirm the material is available in the prevalent languages within the service area.