

Readability scoring guide

Reading grade level

Grade 6 on the Flesch-Kincaid Grade Level scale.

- Grade range is 6.0 to 6.9
- Preferred scoring method: Microsoft Word readability analysis
- References: OAR 410-141-3580 (6) (c); 42 CFR § 438.10

Exclusions

- CCO name and contact information
 - Contact information includes phone, address, website, etc.
- Provider or clinic name and contact information
 - Examples: Jane Brown, M.D.; Sweet Valley Clinic
 - This does not include references to general provider types, like pharmacist, occupational therapist, or primary care provider.
- Names of conditions and medications
 - Examples: diabetes, hypertension, lisinopril, acetaminophen
- Proper names and titles
 - Examples: "Oregon Administrative Rules;" "Denial of Medical Services Appeal and Hearing Request;" "Director of Compliance and Quality Assurance;" "Declaration of Mental Health Treatment"
- Words that are explained in simpler terms would be excluded
 - Example: expedited (fast) – expedited would be excluded
- Glossary words that are being defined
 - These words are excluded from readability assessment only within the glossary. They are not excluded anywhere else within the document.
 - *Please note:* Definitions must meet readability standards and the MCE is responsible for reducing readability level.
- Headers and footers
- Language access statement
- Member name, address, and ID number

Readability tips

- ✓ Use active voice.
- ✓ Talk about one idea per sentence.
- ✓ Use short words and short sentences.
- ✓ Avoid jargon and acronyms.
- ✓ Add punctuation to lists and headlines.