

Policies & Procedures

Section: Corporate Compliance

Pages: 2

Subject: Readability of Materials

Effective Date: 01/2009

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Readability of Materials

PURPOSE

Davis Behavioral Health will write all vital enrollee information and instruction materials, in a manner and format that may be easily understood at no cost to the enrollee. Whenever possible it will be written at the sixth-grade level. Written materials that are critical to obtaining services will be written in 12-point font and include in 18-point font how to request alternative formats, auxiliary aids, written translation, or oral interpretation, & toll free and TTY/TDD customer service numbers.

Vital enrollee information and instruction materials include, but are not limited to consent to treat form, intake form, release of information form, patient rights statements, informational brochures on services and benefits, including the Medicaid Member Handbook, notice of action letters, grievance and appeal letters, state fair hearing request forms, written materials to assist an enrollee to complete required forms for submitting a written appeal or taking other procedural steps as specified in the grievance system.

Vital documents are available in alternative formats and through provision of auxiliary aids for enrollees with disabilities or limited English proficiency.

POLICY

1.0 The above documents are to be tested with the Flesh-Kincaid scale that is located in MS Word if altered other than changing provider and enrollee information, as templates are currently written in sixth grade language. The above vital enrollee materials that relate to the grievance system and Notice of Action letters are the responsibility of the off-panel provider.

1.1 These materials will be run through the Flesh-Kincaid scale before being delivered to an enrollee. Words that are used in the document that rate higher than a sixth-grade level but are necessary will be defined in the content of the material.

2.0 Other documents that are considered vital but are unrelated to grievance system are the responsibility of support staff or the enrollee's provider. If these forms are to be altered from their original state, before being delivered to an enrollee, they will be tested by the Flesh-Kincaid scale to ensure that they are at a sixth-grade level.

3.0 Any time a document is tested through Flesh-Kincaid, a screen shot will be printed showing the grade level. The off-panel coordinator will keep these prints as verification.