

Recipient Materials Requirements

All materials to be distributed to the recipients by the PCCM-e must be reviewed and approved by the Agency prior to distribution.

Document Models

When models are provided by the Agency, the PCCM-e is to ensure that all required elements are included in the information provided to the recipient. The models serve as examples and can be customized by the PCCM-e. Additionally, the materials provided must include the identifying and contact information for the PCCM-e.

General

1. Each PCCM-e must provide all required information to enrollees and potential enrollees in a manner and format that may be easily understood and is readily accessible by such enrollees and potential enrollees in accordance with CFR 42 § 438.10.
2. For consistency in the information provided to enrollees, the PCCM-entity:
 - a. Definitions for managed care terminology, including appeal, co-payment, durable medical equipment, emergency medical condition, emergency medical transportation, emergency room care, emergency services, excluded services, grievance, habilitation services and devices, health insurance, home health care, hospice services, hospitalization, hospital outpatient care, medically necessary, network, non-participating provider, physician services, plan, preauthorization, participating provider, premium, prescription drug coverage, prescription drugs, primary care physician, primary care provider, provider, rehabilitation services and devices, skilled nursing care, specialist, and urgent care; and
 - b. Enrollee handbooks and enrollee notices using the model provided by the Agency. (Models attached to this policy.)
3. The following required enrollee information may not be provided electronically by the PCCM-e unless all of the following are met:
 - a. The format is readily accessible;
 - b. The information is placed in a location on the agency's or PCCM-e's website that is prominent and readily accessible;
 - c. The information is provided in an electronic form which can be electronically retained and printed;
 - d. The information is consistent with the content and below language requirements; and
 - e. The enrollee is informed that the information is available in paper form without charge upon request and provides it upon request within five business days.
4. Each PCCM-e must have in place mechanisms to help enrollees and potential enrollees understand the requirements and benefits of the plan.

Non-English Proficient Materials Requirements

In accordance with CFR 42 § 438.10(d) (1), the PCCM-e is required to implement the following related to services and information provided to non-English proficient recipients:

- (1) Establish a methodology for identifying the prevalent non-English languages spoken by recipients and potential recipients throughout the State, and in each PCCM-e service area.
- (2) Make oral interpretation available in all languages and written translation available in each prevalent non-English language. Written materials that are critical to obtaining services for potential recipients must include taglines in the prevalent non-English languages in the State, explaining the availability of written translations or oral interpretation to understand the information provided, information on how to request auxiliary aids and services, and the toll-free telephone number of the entity providing choice counseling services as required by [§ 438.71\(a\)](#). Taglines for written materials critical to obtaining services must be printed in a conspicuously-visible font size.
- (3) Each PCCM-e is required to make its written materials that are critical to obtaining services, including, at a minimum, provider directories, enrollee handbooks, appeal and grievance notices, and denial and termination notices, available in the prevalent non-English languages in its particular service area. Written materials that are critical to obtaining services must also be made available in alternative formats upon request of the potential enrollee or enrollee at no cost, include taglines in the prevalent non-English languages in the State and in a conspicuously visible font size explaining the availability of written translation or oral interpretation to understand the information provided, information on how to request auxiliary aids and services, and include the toll-free and TTY/TDY telephone number of the PCCM-e's member/customer service unit. Auxiliary aids and services must also be made available upon request of the potential enrollee or enrollee at no cost.
- (4) Make interpretation services available to each potential enrollee and require each PCCM-e to make those services available free of charge to each enrollee. This includes oral interpretation and the use of auxiliary aids such as TTY/TDY and American Sign Language. Oral interpretation requirements apply to all non-English languages, not just those that the State identifies as prevalent.
- (5) Notify potential recipients, and require each PCCM-e to notify its recipients—
 - (i) That oral interpretation is available for any language and written translation is available in prevalent languages.
 - (ii) That auxiliary aids and services are available upon request and at no cost for recipients with disabilities; and
 - (iii) How to access the services in [paragraphs \(d\)\(5\)\(i\)](#) and [\(ii\)](#) of this section.
- (6) PCCM-e to provide, all written materials for potential recipients and recipients consistent with the following:
 - (i) Use easily understood language and format.
 - (ii) Use a font size no smaller than 12-point.
 - (iii) Be available in alternative formats and through the provision of auxiliary aids and services in an appropriate manner that takes into consideration the special needs of recipients or potential recipients with disabilities or limited English proficiency.

Top 15 Prevalent Non-English Languages Spoken in Alabama

Prevalent non-English Languages is defined as, at a minimum, the top 15 languages spoken in the State by individuals with limited English proficiency (LEP). Although not applicable to this RFP, historically, the following languages have been defined as the Prevalent Non-English Languages:

1. Spanish or Spanish Creole
2. Korean
3. Chinese
4. Vietnamese
5. Arabic
6. German
7. French
8. Gujarati
9. Tagalog
10. Hindi
11. Laotian
12. Russian
13. Portuguese
14. Turkish
15. Japanese

Each PCCM-e must identify the most prevalent 15 non-English languages within their region and be compliant with the recipient materials requirements.