

Attachment XIV

- Contract Language Related to Health Plan Web Site Requirements

Attachment II – Core Contract Provisions Related to Health Plan Web Site Contents

Attachment II Cite	Description of Requirement
II.A.6.	Post enrollee materials, including the preferred drug list, provider directory and enrollee handbook
IV.A.2.d.	Web sites must be at or near the fourth (4 th) grade comprehension level
IV.A.13.	Post PDL or provide link to Agency PDL
VII.I.2.a.	Post provider handbook

Section II: General Overview

A. General Responsibilities of the Health Plan (See Attachment I and Attachment II, Exhibit 2)

6. The Health Plan shall make enrollee materials, including the preferred drug list, provider directory and enrollee handbook(s), available online at the Health Plan's website without requiring enrollee log-in.

Section IV: Enrollee Services, Community Outreach and Marketing

A. Enrollee Services

2. Requirements for Written Material

- d. All written materials and web sites shall be at or near the fourth (4th) grade comprehension level. Suggested reference materials to determine whether the written materials meet this requirement are:

13. Preferred Drug List (PDL) (See Attachment II, Exhibit 4)

If the Health Plan adopts the Agency's PDL, the Health Plan's website shall include an explanation and a link to the Agency's online PDL. If the Health Plan uses a pharmacy benefits manager, the Health Plan's website shall include its PDL. The Health Plan may update the online PDL by providing thirty (30) calendar days' written notice of any changes to the Bureau of Managed Health Care and Pharmacy Services.

Section VII: Provider Network

I. Provider Services

2. Provider Handbooks (See Attachment II, Exhibit 7)

- a. The Health Plan shall issue a provider handbook to all providers at the time the provider credentialing is complete. The Health Plan may choose not to distribute the provider handbook via surface mail, provided it submits a written notification to all providers that explains how to obtain the handbook from the Health Plan's website. This notification shall also detail how the provider can request a hard copy from the Health Plan at no charge. The Health Plan shall keep all provider handbooks and bulletins up to date and in compliance with state and federal laws. The provider handbook shall serve as a source of information regarding Health Plan covered services, policies and procedures, statutes, regulations, telephone access and special requirements to ensure all Contract requirements are met. At a minimum, the provider handbook shall include the following information: