



IEDE Lunch & Learn Series - Communicating Using Plain Language

Agenda:

- Introductions
- What is Plain Language?
- Reflection and Discussion

Individual Reflection:

Where do you think this information can be most helpful in your day to day work?

Reflection prompts for discussion:

What are you going to review/change after this session?

Individual Reflection questions:

What are your key takeaways from today's session?

Individual Reflection questions cont'd:

How will you apply what we discussed to your work in the College? (Plan to share out.)

Potential individual actions for utilizing plain language

- Complete plain language certificate
 - <https://hr.wisc.edu/blog/new-plain-language-certificate-offered-by-cultural-linguistic-services/>
- Explore <https://www.plainlanguage.gov/>
- Review mass communication

Resources:

- Checklist for Plain Language
 - <https://www.plainlanguage.gov/resources/checklists/checklist/>
- Examples
 - <https://www.plainlanguage.gov/examples/>
- Plain Language Association International
 - <https://plainlanguagenetwork.org/plain-language/what-is-plain-language/>
- Center for Plain Language
 - <https://centerforplainlanguage.org/>

Activities

Example #1

Investigators at the contractor will review the facts in your case and decide the most appropriate course of action. The first step taken with most Medicare health care providers is to reeducate them about Medicare regulations and policies. If the practice continues, the contractor may conduct special audits of the providers medical records. Often, the contractor recovers overpayments to health care providers this way. If there is sufficient evidence to show that the provider is consistently violating Medicare policies, the contractor will document the violations and ask the Office of the Inspector General to prosecute the case. This can lead to expulsion from the Medicare program, civil monetary penalties, and imprisonment.

Example #2

Dear addressee,

This letter concerns your recent claim for Department of Veterans Affairs benefits.

Before final action could be taken on your claim, we needed (Evidence). This evidence was requested in our letter dated (Date). Our records do not show we have received this evidence, therefore, we have disallowed your claim.

This disallowance does not mean that you cannot submit the requested evidence. You can do so at any time. However, if the evidence is not received before (Date), which is one year from the date of our first letter, benefits, if entitlement is established, cannot be paid before the date of receipt of the evidence.

If you disagree with this disallowance and believe the evidence now of record is sufficient for us to award you benefits, please refer to the enclosed VA Form 1-4107, Notice of Procedural and Appellate Rights, which explains your rights to appeal.

Sincerely yours,

Enclosure:

VAF 1-4107