



**Louisiana Department of Health
Wells Compliance Bulletin 18-3
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Guidance on Plain Language and Use of Units vs. Hours

The following guidance is the result of discussions between the Louisiana Department of Health (LDH) and the Advocacy Center (AC) regarding the use of plain language in notices of adverse determinations, specifically, the use of units vs. hours. Contractors should begin implementation of this guidance immediately.

Units vs. Hours

As described in paragraph 11(A) of the Wells Stipulated Order, all denial notices, including partial denials and termination of services, must be written in plain language. The AC and LDH agree that the term “units” is not plain language and to discontinue its use. Contractors shall list the services as hours rather than units. The term “hours” is more easily understood and considered plain language.

For questions regarding this bulletin, please email Tahirah.Rashadeen@la.gov.