
PROCEDURE

This policy establishes a standardized process for Michigan Department of Health and Human Services (MDHHS) form development and use. The process applies to both public and internal forms and ensures consistency through specified design standards. This process is administered by Forms, Mail and Records Management (FMRM) and complies with the Administrative Guide to State Government and the State Paperwork Reduction Act (Public Act 431 of 1984). All forms (including envelopes and letterhead) must be designed, revised, maintained, printed, and distribution coordinated by FMRM.

DEFINITIONS

A form is a business tool for collecting and transmitting information, a catalyst for getting things done, and a record of the process. Forms may be an application, questionnaire, order, schedule, etc.

Forms should be published electronically as much as possible to minimize printing and storage expenses.

For business cards, see policy APO 103 and DHS-104-BC, Business Care Requisition.

POLICY

Each office must appoint a form coordinator to act as a liaison and single point of contact between program staff and FMRM. The coordinator is responsible for gathering input from internal staff and customers as well as other areas (offices or agencies) that are affected. FMRM will rely on coordinators to submit DHS-104, Form Requisition, to request a new form or edits to existing documents. Coordinators should establish an internal approval process within their office/division and externally, if applicable. A coordinator's approval indicates they have conferred on the content with all who use or are impacted by the document. The same approval from other users or offices is needed before declaring a form obsolete.

Forms are assigned unique identifying numbers by FMRM. Titles must be descriptive and clearly state the subject/function of the document and not include the word form. Forms with previous DCH and DHS numbering (for example, DCH-1426 and DHS-1171) will not change. New forms will be assigned an MDHHS prefix, a four digit number, and suffix, if necessary (for example, -AR for Arabic, -SP for Spanish). Form numbers are in the lower left hand corner of

each form. Form numbers are followed by revision dates in parentheses (mm-yy) and “Previous edition obsolete” or “Previous edition may be used.” No other identifying information will be included in the footer (for example, MS Word, (W), etc.)

According to the Federal Rehabilitation Act of 1973 (section 504), the department’s non-discrimination statement must be on all forms viewed by the public. The statement may include the governing authority, whether completion is required or voluntary, and the penalty or consequence for not completing or complying. Forms and publications viewed by the public must be written to a third grade reading level and understanding.

**Medical Services
Administration
(MSA) forms:**

All MSA forms must be developed and tracked through the Medicaid Policy Support unit due to the federal standards and Medicaid promulgation rules.

PROCEDURE

The form coordinator will:

- Determine the need for a new form /envelope/ or revision to an existing document.
- Complete the DHS-104 and if printing, include index/pca and proper Payment Authorization List (PAL) authority (for business cards; see APO 103 and complete DHS-104-BC, Business Card Requisition).
- Email DHS-104 to MDHHS-FormsManagement@michigan.gov or mail to the address on the form. Attach new or revised documents.

Forms, Mail and Records Management (FMRM) performs the following tasks:

- Receives the DHS-104.
- If request is for a new document, assigns a unique identifying number.
- Assigns job to a forms analyst.

- Ensures form is developed in compliance with established standards.
- Emails draft document to coordinator for review/approval.
Note: If additional revisions are needed, coordinator and forms analyst work together.
- Once the document is finalized, publishes final version as indicated on the DHS-104 (MDHHS Forms Library, public website, email to requestor, etc.).
- If document translation (Arabic or Spanish) is requested (either for new document or to make revision), forms analyst works with vendor for translation and internal reviewers for proofreading.
- If document is being printed, forms analyst will coordinate printing, storage and mailing.

FMRM management has the authority to make final decisions regarding form specifications, compliance with standards and instructional language.

RESOURCES

Federal Rehabilitation Act of 1973, section 504.

Administrative Guide to State Government.

State Paperwork Reduction Act (Public Act 431 of 1984).

CONTACT

Questions or concerns regarding this policy should be directed to Forms, Mail and Records Management at 517-373-7837 or email MDHHS-FormsManagement@michigan.gov.