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Model Claimant Handbook

June 04, 2021

The purpose of the Model Claimant Handbook is to provide a guide for states that want to simplify and update their claimant handbook. The Model Handbook draws upon behavioral insights and document layout best practices to assist states in producing a handbook that is easy for claimants to read and understand. The Handbook consists of two documents: a PDF of instructions for how to use and modify the handbook, as well as an editable template (Word document) that can be easily customized by states.

This is the first product in a series of helpful tools produced by the Integrity Center that will be offered to help states update and simplify their messaging to claimants.

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