

Person-Centered Language at a Glance

Simple changes in word choice, such as the examples highlighted in the table below, can make the language that plans and providers use on a regular basis more person-centered, while accounting for individual preference.

Use....

Instead of....

Person/people with disability	Disabled
Person/people without disability	Able-bodied, healthy, normal
Person, individual, member, consumer	Patient (outside of a healthcare encounter)
At risk for falls	A falls risk
Person with a substance use disorder, person in recovery	Addict
Person with an alcohol use disorder, person in recovery	Alcoholic
Person with, who has	Afflicted with, suffers from
Has barriers, experiences challenges, "often chooses not to do... because"	Non-adherent, non-compliant
Prefers not to, chooses not to	Resistant, refuses
Uses a wheelchair	Confined to a wheelchair/ wheelchair bound
Accessible [entrance, restroom]	Handicapped [entrance, restroom]
Survivor	Victim, vulnerable

The Medicare-Medicaid Coordination Office (MMCO) in the Centers for Medicare & Medicaid Services (CMS) seeks to help beneficiaries dually eligible for Medicare and Medicaid have access to seamless, high-quality health care that includes the full range of covered services in both programs. This resource is intended to support health plans and providers in integrating and coordinating care for dually eligible beneficiaries. It does not convey current or anticipated health plan or provider requirements. For additional information, please go to <https://www.resourcesforintegratedcare.com/>