


PLAN OPERATIONS	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	Non- Discrimination	Policy ID:	PLANCG-35
	Approved By:	Compliance Committee	Last Revision Date:	11/08/2021
	States:	Oregon	Last Review Date:	11/30/2021
	Application:	Medicaid	Effective Date:	12/01/2021

PURPOSE

To establish the Dental Care Organization’s (DCO’s) policy on not discriminating against enrollees.

POLICY

The DCO, its employees, agents, and contractors will provide all persons with full and equal accommodations, advantages, facilities and privileges without any distinction, discrimination or restriction on account of race, color, disability, religion, sex, sexual orientation, national origin, marital status or age.

1. The DCO’s policy is for its providers to comply with the American Disabilities Act, Civil Rights Act, Age Discrimination Act regulations, and State statutes, rules, and regulations.
2. If the provider has questions regarding the American Disabilities Act, Civil Rights Act, Age Discrimination Act regulations, and State statutes, rules, and regulations; the Provider Relations Department will help the provider obtain the information needed to comply with these regulations.

Complaint Process:

The DCO has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Health and Human Services regulations (45 C.F.R. Part 84), implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794). Section 504 states, in part, that “no otherwise qualified disabled individual...shall solely by reason of his/her disability, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance...”.

- i. The complaint can be written or oral, should contain the name and address of the person filing it, and briefly describe the discriminatory act.
- ii. A complaint may be submitted to the DCO using the Grievance and Appeals process.
- iii. The DCO will investigate the complaint. The investigation will, afford all interested persons and their representatives an opportunity to submit evidence relevant to the complaint.
- iv. The DCO shall issue a written decision determining the validity of the complaint in accordance with the grievance process.
- v. All files and records shall be maintained in accordance with the Grievance and Appeals process.
- vi. The DCO shall protect the substantial rights of interested persons to meet appropriate due process standards and ensure compliance with Section 504 and the regulations.
- vii. In case of questions regarding this policy, or in the event of a desire to file a complaint alleging violations of the above, contact:

Advantage Dental
442 SW Umatilla Avenue Suite 200
Redmond, OR 97756
Phone: 866.654.3433, TTY 711
www.advantagedentalservices.com
compliance@advantagedental.com

An individual who files a complaint may pursue other remedies including filing with:

Office for Civil Rights
U.S. Department of Health and
Human Services
200 Independence Ave. SW – Room 509F HHH Building
Washington, DC 20201
Phone: 800.368.1019; TTY 800.537.7697
<https://ocrportal.hhs.gov/>
OCRComplaint@hhs.gov

Oregon Bureau of Labor and Industries
800 NE Oregon St. Suite 1045
Portland, Oregon 97232
Phone: 971.673.0764
crdemail@boli.state.or.us

OHA Office of Equity and Inclusion
Attn: Civil Rights Manager
421 SW Oak Street, Suite 750
Portland, OR 97204
Phone: 844.8820.7889; TTY 711
www.oregon.gov/oha.oei
OHA.PublicCivilRights@dhsoha.state.or.us

DEFINITIONS

- **“Age Discrimination Act”** means the Age Discrimination Act, which prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance.
- **“American with Disabilities Act (ADA)”** means the Americans with Disabilities Act (ADA), which gives civil rights protections to individuals with disabilities that are like those provided to individuals on the basis of race, sex, national origin, and religion. It guarantees equal opportunity for individuals with disabilities in employment, public accommodations, transportation, State and local government services, and telecommunications.
- **“Civil Rights Act”** means the Civil Rights Act, which outlaws discrimination based on race, color, religion, sex, or national origin. It ended unequal application of voter registration requirements and racial segregation in schools, at the workplace and by facilities that served the general public.

FORMS AND OTHER RELATED DOCUMENTS

- Non-Discrimination Notice

Revision History

Date:	Description
06/14/2012	Approval and adoption.
05/02/2014	Updates based on annual review.
02/23/2015	Updates based on annual review.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
05/20/2019	Updates based on annual review.
12/9/2019	Conversion to revised policy and procedure format and naming convention.
06/09/2021	Updates based on annual review.
11/08/2021	Updates based on annual review.