

Advantage Dental

From DentaQuest

Policy Name: Non- Discrimination	Policy Number: PL035-Non-Discrimination-CARE
Type of Policy: DCO	Effective Date: 06/14/2012
Responsible Department: Plan Operations	
Page Number (s): 2	Revised Date: 05/20/2019
Approved By: Clinical and Credentialing Sub-Committee	Approved Date: 07/17/2019
PURPOSE: To establish the Dental Care Organization's (DCO's) policy on not discriminating against enrollees.	
FORMS: Non-Discrimination Notice	
<p>DEFINITIONS:</p> <p>Age Discrimination Act - The Age Discrimination Act prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance.</p> <p>American with Disabilities Act (ADA) - The Americans with Disabilities Act (ADA) 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.</p> <p>Civil Rights Act - The Civil Rights Act 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.</p>	
<p>POLICY:</p> <p><i>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.</i></p> <ol style="list-style-type: none"> 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. 	
<p>Complaint Process:</p> <p>The DCO has adopted an internal grievance procedure providing for prompt and equitable</p>	

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
 Direct: (866) 268-9631

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
 2201 Sixth Avenue - M/S: RX-11 Seattle, WA 98121-1831
 Voice Phone: (800) 368-1019
 Fax: (206) 615-2297
 TDD: (800) 537-7697

Reviewed and Revised By:

06/14/2012				
05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2016	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover
02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
03/17/2017	QI/UR Committee			
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak
5/20/2019	Missy Mitchell	Phebe Ditzler	Rosa Pedraza	