


Greater Oregon Behavioral Health, Inc.

Policies and Procedures

	Medicaid Member Non-Discrimination Policy	Number	200.20.3
		Citations	
		Owner	Corporate Compliance Officer

1.0 Definitions

N/A.

2.0 Policy

As a recipient of Federal financial assistance, Greater Oregon Behavioral Health, Inc. (GOBHI) does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, religion, sex, sexual orientation, gender identity/expression, protected veteran's status, genetic information, or on the basis of disability or age, participation in, or receipt of the services and benefits under any of GOBHI's programs and activities, whether carried out by GOBHI directly or through a delegated entity, contractor or any other entity with which GOBHI arranges to carry out its programs and activities.

The above statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Title II of the Americans with Disabilities Act of 1990, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972 (regarding education programs and activities) and the Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations (CFR) Parts 80, 84, 86 and 91; and 28 CFR Part 35.

3.0 Procedures

3.1 Communication: GOBHI'S notice of nondiscrimination is communicated to all participants, beneficiaries, and other interested persons via multiple methods, including but not limited to the following: in GOBHI's member handbook and on GOBHI's website or through the delegated entity to which the member is assigned.

3.2 Communication with Sensory or Speech Impaired Individuals: GOBHI assures that all individuals are able to receive effective notices, including nondiscrimination and notices concerning benefits or services or information concerning waivers of rights or consent to treatment, regardless of their disability. If assistance or communication aids for impaired hearing, vision, speech, or manual skills are needed, GOBHI will make reasonable accommodations.

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- 3.3 Complaint Process: GOBHI 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...”.
- 3.3.1 The complaint should be in writing, contain the name and address of the person filing it, and briefly describe the discriminatory act.
- 3.3.2 A complaint should be filed in the office of the GOBHI Compliance Officer within 30 days after the person filing the complaint becomes aware of the alleged discriminatory act.
- 3.3.3 The GOBHI Compliance Officer, or designee, will investigate the complaint. The investigation will be informal but thorough, affording all interested persons and their representatives an opportunity to submit evidence relevant to the complaint.
- 3.3.4 The GOBHI Compliance Officer, or designee, shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
- 3.3.5 The GOBHI Compliance Officer shall maintain the files and records relating to all complaints filed. The GOBHI Compliance Officer may assist persons with the preparations and filing of complaints, and advise the Chief Executive Officer concerning their resolution.
- 3.3.6 These rules shall be liberally construed to protect the substantial rights of interested persons to meeting appropriate due process standards and assure GOBHI’s compliance with Section 504 and the regulations.
- 3.3.7 In case of questions regarding this policy, or in the event of a desire to file a complaint alleging violations of the above, contact:

GOBHI’s Compliance Officer
401 East 3rd St., Suite 101
The Dalles, OR 97058,
Phone: 1-800-493-0040, TTY 711

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

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Fax: (206) 615-2297



TDD: (800) 537-7697

4.0 Compliance Criteria

N/A.

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5.0 Document Approvals

Role/Position	Signature	Date Approved
Corporate Compliance Officer		01/26/2017
CEO		01/27/2017

6.0 Review History

Role/Position	Signature	Date Reviewed

7.0 Policy History

N/A.