

Subject: Nondiscrimination Policy

(Page 1 of 3)

Objective:

- I. To ensure that Health Share/ Tuality Health Alliance (THA) members receive all benefits and services to which they are entitled without discrimination, to advance equity and reduce health disparities, and to ensure that Members' rights are protected as specified under the law.

Policy:

- I. As Risk Accepting Entity of Health Share of Oregon, Health Share/THA 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 Health Share/THA programs and activities, whether carried out by Health Share directly or through a RAE, contractor or any other entity with which Health Share/THA arranges to carry out its programs and activities.
- II. This 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.
- III. If assistance or communication aids for impaired hearing, vision, speech, or manual skills are needed, Health Share/THA will make reasonable accommodations.
- IV. Communication
Health Share/THA'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 Health Share's member handbook and on Health Share's website or through the Health Share/THA website at www.tualityhealthalliance.com
- V. Health Share/THA will take reasonable steps to assure that Members with limited English proficiency are provided meaningful access to health care services, programs and activities. Reasonable steps may include the provision of language assistance services, such as oral language assistance or written translations. Health Share/THA will offer a qualified interpreter when oral interpretation is a reasonable step to provide an individual with limited English proficiency with meaningful access.
- VI. Communication with Sensory or Speech Impaired Individuals
Health Share/THA 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.

Subject: Nondiscrimination Policy

(Page 2 of 3)

- VII. Complaint Process: Health Share/THA 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...”.
- a. The complaint should be in writing, contain the name and address of the person filing it, and briefly describe the discriminatory act.
 - b. A complaint should be filed in the office of the Compliance and Quality Improvement Manager within 30 days after the person filing the complaint becomes aware of the alleged discriminatory act.
 - c. The Compliance and Quality Improvement Manager, 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.
 - d. The Compliance and Quality Improvement Manager, or designee, shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
 - e. The Compliance and Quality Improvement Manager shall maintain the files and records relating to all complaints filed. The Compliance and Quality Improvement Manager may assist persons with the preparations and filing of complaints, and advise the Chief Operations Officer concerning their resolution.
- VIII. In case of questions regarding this policy, or in the event of a desire to file a complaint alleging violations of the above, contact:
- Tuality Health Alliance
335 NE 8th Ave, Suite 6100
Hillsboro, OR 97123
Voice Phone: (503) 844-8104
Fax: 503-681-1927

Subject: Nondiscrimination Policy

(Page 3 of 3)

Members wishing to file a discrimination complaint with Health Share may submit it to the Civil Rights Coordinator:

Sr. Manager of Compliance and Quality Assurance
121 SW Broadway Suite 200
Portland, OR 97201
(503) 416-4962

An individual who files a discrimination 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**

References: Health Share of Oregon Policy Number QUAL-03

Formulated:	September 2014
Reviewed:	October 2014
Revised:	February 2015 January 2017