



Aria Community Health Center

Nondiscrimination & Disability Rights Policy - (PolicyID: P0494)

Policy

Aria Community Health Center (ACHC) complies with applicable Federal Civil Rights laws and does not exclude, deny access/benefits to health care, or otherwise discriminate against or treat differently any person on the basis of race, color, national origin, disability, age, sexual orientation or stereotyping, gender identity, genetic information, pregnancy, childbirth and related medical conditions in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by ACHC directly or through a contractor or any other entity with which ACHC arranges to carry out its programs and activities.

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, the Age Discrimination Act of 1975, Affordable Act Section 1557, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

ACHC provides to people with disabilities or those whose preferred language for communication is not English and who have a limited ability to read, write, speak or understand English auxiliary aids and services, such as qualified sign language interpreters, qualified spoken language interpreters, over-the phone interpretation services, written information in other formats at no cost to people with disabilities, or are limited English proficient, in order to communicate effectively with us as we do with others.

If a patient believes that ACHC has failed to provide these services or discriminated in another way on the on the basis of race, color, national origin, age, disability, gender identity or sex, they can file a grievance with:

Compliance Department,
555 E Street, Lemoore, CA 93245,
Ph: 559-386-4500 ext. 1015, or e-mail: Ariacompliance@ariachc.org.

Compliance can assist them if they need help filing a grievance.

The patient can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Procedure

Grievance Procedure

Section 1557 of the Affordable Care Act

ACHC has adopted an internal grievance procedure for all facilities and clinics providing for prompt and equitable resolution of complaints alleging any action prohibited by the Affordable Care Act Section 1557. Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, gender identity, age or disability may file a grievance. It is against the law for ACHC to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Grievances must be submitted to the Compliance Department within 30 days of the date the person filing the grievance becomes aware of the alleged discriminatory action. The Chief Compliance Officer may delegate investigation duties to assist with the investigation as needed to appropriate individuals within the facility. A grievance must be in writing, containing the name and address of the person filing it. The grievance must state in as much detail as possible the problem or action alleged to be discriminatory and the remedy or relief sought.

The Chief Compliance Officer or other appropriate person shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. Files and records related to such grievance will be maintained. A written decision on the grievance will be completed no later than 30 business days after its filing. The person filing the grievance may appeal the decision within 15 days of receiving the decision to the Chief Executive Officer by writing to the Chief Executive Officer, 555 E Street, Lemoore, CA 93245.

Appropriate arrangements will be made to ensure that disabled persons are provided other accommodations, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing appropriate material for the blind, or assuring a barrier-free location for the proceedings.

The availability of the ACHC Grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a grievance of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination.