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| <b>Name:</b>                   | <b>Nondiscrimination Policy</b> |
| <b>Date of Origin:</b>         | <b>7/01/2014</b>                |
| <b>Current Effective Date:</b> | <b>08/17/2022</b>               |
| <b>Scheduled Review Date:</b>  | <b>08/17/2023</b>               |

## **I. NONDISCRIMINATION POLICY**

As a recipient of Federal financial assistance, Capitol Dental Care (CDC) does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of sex, sexual orientation, gender identity, marital status, race, color, national origin, disability, religion, or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by CDC directly or through its network of providers or any other entity which arranges to carry out its programs and activities. Members under 18, both male and female, have equal access to appropriate facilities, services, and treatments.

CDC is compliant with ACA section 1557 and includes all necessary language in its communications to its members. CDC adheres to ACA requirements as to scope and content of this language, utilizing either short-form language (communications of 2 pages or less) or the long-form complete disclosure of the law, where member correspondence exceeds the 2-page limit.

CDC contracted providers will not offer hours or schedule members in any fashion that is less than those hours and scheduling opportunities available to non-members.

In its credentialing process, CDC does not discriminate against providers based on age, sex, race, ethnicity, family, religion, or sexual orientation. It will not select or reject prospective providers based on patient profiles, i.e., high or low patient utilization of services. It will also not discriminate in its credentialing process based on the location of a provider, except that it may limit the number of providers within a region as a result of its access and capacity limitations.

CDC takes its commitment to public health dentistry very seriously. It does not incentivize its providers to deny, limit, or discontinue medically necessary care as part of any business model. Any performance incentives are based on quality of care delivered rather than the exclusion or limitation of certain treatments or services.

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, 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.

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## II. HOW AND WHERE TO REPORT DISCRIMINATION AND WHO TO CONTACT

If a Member feels as though they have been treated unfairly, following are the names and contact information for each entity who can help.

a) Capitol Dental Care

Compliance Officer

Web: [www.capitoldentalcare.com](http://www.capitoldentalcare.com)

Email: [compliance@capitoldentalcare.com](mailto:compliance@capitoldentalcare.com)

Mail: 610 Hawthorne Avenue SE, Suite 200, Salem, OR 97301

Phone: (800) 525-6800 TTY: (800) 735-2900 or 711

b) CCOs:

AllCare Health:

Web: <https://www.allcarehealth.com/about-us/nondiscrimination-policy?locale=en>

Phone: 888-460-0185

[Non-Discrimination Complaint Form](#)

Intercommunity Health Network:

Web: <https://www.samhealthplans.org/nondiscrimination-notice>

Phone: 800-832-4580

Mail: SHP Compliance Officer, PO Box 1310, Corvallis, OR 97339

Email: [SHPOCompliance@samhealth.org](mailto:SHPOCompliance@samhealth.org)

Jackson Care Connect:

Grievance Coordinator

Web: <https://jacksoncareconnect.org/about-us/anti-discrimination-notice>

Phone: 855-722-8206 (TTY: 711)

Mail: 315 SW Fifth Ave., Portland, OR 97204

Email: [customerservice@careoregon.org](mailto:customerservice@careoregon.org)

Pacific Source:

Civil Rights Manager

Web: <https://www.communitysolutions.pacificsource.com/member/documentsandforms>

Phone: 800-431-4135

Mail: PO Box 7068, Springfield, OR 97474-0068

Email: [crc@pacificsource.com](mailto:crc@pacificsource.com)

[Documents and Forms](#)

**Trillium:**

Geno Allen, *Non-Discrimination Coordinator*  
 Phone: 541-650-3618, Toll-free (877) 600-5472 (TTY 711)  
 Mail: 555 International Way, Building B, Springfield, OR 97477  
 Email: [Geno.Allen@TrilliumCHP.com](mailto:Geno.Allen@TrilliumCHP.com)  
[Member Complaint Form](#)

**YCCO:**

Grievance Coordinator  
 Web: <https://yamhillcco.org/about-us/anti-discrimination-notice/>  
 Phone: 855-722-8205 (TTY/TDD: 7-1-1)  
 Mail: Grievance Coordinator, PO Box 4158, Portland, OR 97208  
 Email: [appeals@yamhillcco.org](mailto:appeals@yamhillcco.org)

- c) Oregon Health Authority (OHA) Civil Rights  
 Web: [www.oregon.gov/OHA/OEI](http://www.oregon.gov/OHA/OEI) | Email: [OHA.PublicCivilRights@state.or.us](mailto:OHA.PublicCivilRights@state.or.us)  
 Phone: (844) 882-7889, 711 TTY  
 Mail: Office of Equity and Inclusion Division, 421 SW Oak St., Suite 750, Portland, OR 97204
- d) Bureau of Labor and Industries Civil Rights Division  
 Phone: (971) 673-0764  
 Email: [crdemail@boli.state.or.us](mailto:crdemail@boli.state.or.us)  
 Mail: Bureau of Labor and Industries Civil Rights Division, 800 NE Oregon St., Suite 1045, Portland, OR 97232
- e) U.S. Department of Health and Human Services Office for Civil Rights (OCR)  
 Web: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>  
 Phone: (800) 368-1019, (800) 537-7697 (TDD)  
 Email: [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)  
 Mail: Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

**III. REVISION ACTIVITY**

| Revision Date | Revision and Rationale                       | Effective Date |
|---------------|--|----------------|
| 7/01/2014     | Expanded policy to address federal standards | 7/1/2014       |
| 8/24/2016     | Reviewed and approved date.                  | 8/24/2016      |
| 10/19/18      | Review/Update                                | 10/19/18       |
| 4/8/2019      | Review/Update                                | 4/8/2019       |
| 10/5/2020     | Review/Update                                | 10/5/2020      |
| 1/5/2021      | Review                                       | 1/5/2021       |
| 2/16/2022     | Review                                       | 2/16/2022      |
| 07/22/2022    | OHA Evaluation Review revisions              | 07/22/2022     |

#### **IV. AFFECTED DEPARTMENTS**

All CDC Staff (management, employees, providers, etc.)

- CDC Members

#### **V. REFERENCES**

- CDC Provider Agreement
- Member Handbook