


<b>PLAN OPERATIONS</b>	 From DentaQuest			
	<i>Policy and Procedure</i>			
	Policy Name:	<b>Non- Discrimination</b>	Policy ID:	<b>PLANCG-35</b>
	Approved By:	Compliance Committee	Last Revision Date:	04/15/2024
	States:	Oregon	Last Review Date:	04/26/2024
	Application:	Medicaid	Effective Date:	04/27/2024

**PURPOSE**

To establish the Dental Care Organization’s (DCO’s) policy on not discriminating against enrollees.

**POLICY**

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, gender identity, health status, national origin, marital status, or age.

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.

Complaint Process:

The DCO 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...”.

- 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. The DCO Nondiscrimination Policy Statement, in accordance with all Applicable Laws including Title VI of the Civil Rights Act, ACA Section 1557, and ORS Chapter 659A, will be included with each Grievance and Appeals System notice.
- vi. All files and records shall be maintained in accordance with the Grievance and Appeals process.
- vii. 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.

- 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:

Advantage Dental  
63140 Britta St. Suite D104  
Bend, OR 97703  
Phone: 866.654.3433, TTY 711  
DCO Civil Rights Coordinator: Ugonna Onyekwu  
[www.advantagedentalservices.com](http://www.advantagedentalservices.com)  
<https://advantagedentalservices.com/howtofileagrievance.html>  
[compliance@advantagedental.com](mailto:compliance@advantagedental.com)

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  
200 Independence Ave. SW – Room 509F HHH Building  
Washington, DC 20201  
Phone: 800.368.1019; 800.537.7697 (TDD)  
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>  
[OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

Oregon Bureau of Labor and Industries Civil Rights Division  
800 NE Oregon St. Suite 1045  
Portland, Oregon 97232  
Phone: 971.673.0764  
[crdemail@boli.state.or.us](mailto:crdemail@boli.state.or.us)

OHA Office of Equity and Inclusion  
Attn: Civil Rights Manager  
421 SW Oak Street, Suite 750  
Portland, OR 97204  
Phone: 844.882.7889; TTY 711  
[www.oregon.gov/OHA/OEI](http://www.oregon.gov/OHA/OEI)  
[OHA.PublicCivilRights@state.or.us](mailto:OHA.PublicCivilRights@state.or.us)

## **DEFINITIONS**

- **“Age Discrimination Act”** means the Age Discrimination Act, which prohibits discrimination on the basis of age in programs and activities receiving federal financial assistance.
- **“American with Disabilities Act (ADA)”** means the Americans with Disabilities Act (ADA), which 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.
- **“Civil Rights Act”** means the Civil Rights Act, which 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.

## FORMS AND OTHER RELATED DOCUMENTS

- Non-Discrimination Notice

### *Revision History*

Date:	Description
06/14/2012	Approval and adoption.
05/02/2014	Updates based on annual review.
02/23/2015	Updates based on annual review.
02/23/2016	Updates based on annual review.
02/14/2017	Updates based on annual review.
03/12/2018	Updates based on annual review.
05/20/2019	Updates based on annual review.
12/9/2019	Conversion to revised policy and procedure format and naming convention.
06/09/2021	Updates based on annual review.
11/08/2021	Updates based on annual review.
6/29/2022	Updates based on OHA annual review.
12/31/2022	Updates based on annual review.
11/13/2023	Updates based on annual review.
04/15/2024	Updates based on annual review.