

Nondiscrimination notice



Discrimination is against the law. We follow state and federal civil rights laws. We cannot treat people (including members or potential members) unfairly in any of our services or programs because of a person's age, color, disability, national origin, primary language and proficiency of English language, race, religion, sex, sex characteristics, sexual orientation, gender identity, and sex stereotype, pregnancy and related conditions, or health status or need for services.

Everyone has the right to know about our programs and services. All members have a right to use our programs and services. We give free help when you need it. Some examples of free help we can give are:

- Sign language interpreters
- Written material in other languages
- Spoken language interpreters for other languages
- Braille
- Large print
- Audio and other formats

Need language help or reasonable modifications?

Call Customer Service at:
800-342-0526 (TDD/TTY 711)

If you think we did not offer these services or treated you unfairly, you can file a written complaint. Please mail or fax it to:

ODS
Attention: Appeal Unit
PO BOX 40384
Portland, OR 97240
Fax: 503-412-4003

You can find complaint forms here:

English: <https://www.odscommunitydental.com/-/media/ODSCommunityDental/PDFs/Member-resources/Member-grievance.pdf>

Spanish: https://www.odscommunitydental.com/-/media/ODSCommunityDental/PDFs/Member-resources/ODS-Form-Member-Grievance_Spanish.pdf

Section 1557 Coordinator: Scott White

Scott White
601 SW Second Ave.
Portland, OR 97204
855-232-9111
compliance@modahealth.com

If you need help filing a complaint, please call Customer Service.

You can also file a civil rights complaint with the 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

Mail: Office for Civil Rights, 200 Independence Ave. SW, Room 509F, HHH Bldg., Washington, DC 20201

You can also file a complaint with the Oregon Bureau of Labor and Industries (BOLI) or the Oregon Health Authority

Bureau of Labor and Industries
Civil Rights Division

Web: <https://www.oregon.gov/boli/civil-rights>

Phone: 971-673-0764

Email: boli_help@boli.oregon.gov

Mail: Bureau of Labor and Industries
Civil Rights Division,

800 NE Oregon St., Suite 1045,
Portland, OR 97232

Oregon Health Authority (OHA) Civil Rights

Web: www.oregon.gov/OHA/EI

Email: OHA.PublicCivilRights@odhsoha.oregon.gov

Phone: 844-882-7889, 711 TTY

Mail: Office of Equity and Inclusion Division,
421 SW Oak St., Suite 750,
Portland, OR 97204

odscommunitydental.com