



Salinas

DENTAL HEALTH

ATTENTION: If you speak Spanish, Chinese, Vietnamese, Tagalog, Korean, Armenian, Persian-Farsi, Russian, Japanese, Arabic, Punjabi, Cambodian, Hmong, Hindi or Thai—call the number below for free language assistance services.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電

CHỮ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

შენიშვნა: თუ თქვენს ენაზე საუბრობთ, უფასო ენის დახმარებას გთავაზობთ.

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

विशान सिंह: ने दुमों पंनसो बैलदे रे, उं उंसा विंच सदादिउा सेबा उदादे लही उरउ उुपलसय वै

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, លេខស័ង្គាយជំនួយភាសា អាស៊ានមិនគិតថ្លៃឡើយ គឺអាចស្រាវជ្រាវបាន ធុ ធុរស័ព្ទ

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj.

प्रधान वै: यदि आप हिंदी बोलने हैं तो आपके लिए सुपन में भाषा सहायता सेवाएं उपलब्ध हैं।

ထိစား: တီထွက်ပစ္စည်းများကိုအကူအညီပေးရန်အတွက်အကူအညီအဖွဲ့အစည်းကိုဆက်သွယ်ပါ။

For assistance in Spanish or Czechoslovak language please ask front desk.
For any other language assistance please contact
Monterey Language Services-(831)655-3460, Email- info@montereylanguages.com

Discrimination is Against the Law

Salinas Dental Health/the office of Drs. Andresen and Rosen, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Salinas Dental Health/the office of Drs. Andresen and Rosen, Inc. does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Salinas Dental Health the office of Drs. Andresen and Rosen, Inc

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact our front office staff (831)424-0881

If you believe that Salinas Dental Health/the office of Drs. Andresen and Rosen, Inc has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Anita Molinari, RDA, Office Manager, 750 East Romie Lane, Ste B, Salinas, CA 93901 (831-424-0881, Fax-(831)424-1026, Email-drdr750@sbcglobal.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Anita Molinari, RDA- Civil Rights Coordinator is available to help you.

You 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>.

Grievance Procedure for Section 1557

*It is the policy of Salinas Dental Health-the office of Drs. Andresen and Rosen, Inc. not to discriminate based on race, color, national origin, sex, age or disability. Salinas Dental Health-the office of Drs. Andresen and Rosen, Inc. has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination based on race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of Salinas Dental Health (the office of Drs. Andresen and Rosen, Inc.) Contact Anita Molinari, RDA, Office Manager, 750 East Romie Lane, Ste B, Salinas, CA 93901(831-424-0881, Fax (831)424-026,Email-drdr750@sbcglobal.net -who has been designated to coordinate the efforts of to comply with Section 1557.

*Any person who believes someone has been subjected to discrimination based on race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Salinas Dental Health (the office of Drs. Andresen and Rosen, Inc.) to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

Procedure:

- * Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- * A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- * The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Salinas Dental Health (the office of Drs. Andresen and Rosen, Inc.) relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- * The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- * The person filing the grievance may appeal the decision of the Section 1557 Coordinator by writing to t Drs. Andresen and Rosen within 15 days of receiving the Section 1557 Coordinator's decision. Drs. Andresen and Rosen shall issue a written decision in response to the appeal no later than 30 days after its filing.
- *The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination based on race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint 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, DC 20201.
- *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.
- * Salinas Dental Health (the office of Drs. Andresen and Rosen, Inc.) will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.