

## **SECTION 1557 GRIEVANCES – POLICY, PROCESS, AND PROCEDURE**

It is the policy of INTEGRIS Health, Inc. (“INTEGRIS”) to not discriminate on the basis of race, color, national origin, sex, age, disability, or any other protected status as defined by applicable state or federal law. INTEGRIS has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Patient Protection and Affordable Care Act (42 U.S.C. Section 18116) (“Section 1557”) and its implementing regulations at 45 C.F.R. pt. 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age and disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of INTEGRIS’ System Manager for Affirmative Action and Diversity, One Corporate Plaza, 3520 NW 58th Street, Oklahoma City, OK, 73112, 405.713.7000, [Section1557Grievance@integrisok.com](mailto:Section1557Grievance@integrisok.com), who has been designated to coordinate the efforts of INTEGRIS to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure, as outlined below.

### **Section 1557 Grievance Procedure:**

- Grievances must be submitted to the Section 1557 Coordinator within sixty (60) days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A grievance must be in writing, containing the name and address of the person submitting 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 designee) shall conduct an investigation of the complaint. The investigation may be informal, but 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 INTEGRIS 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 on a need to know basis.
- The Section 1557 Coordinator will issue a written decision on the grievance, based upon a preponderance of the evidence standard, no later than thirty (30) days after its submission, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person submitting the grievance may appeal the decision of the Section 1557 Coordinator by writing to INTEGRIS Corporate Compliance, 3030 NW Expressway, Suite

501, Oklahoma City, OK 73112, within fifteen (15) days of receiving the Section 1557 Coordinator's decision. INTEGRIS Corporate Compliance will issue a written decision in response to the appeal no later than thirty (30) days after it has been received.

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 on the basis of 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, <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. 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.

It is against the law for INTEGRIS to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

INTEGRIS will make appropriate arrangements to ensure that persons with disabilities and persons 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 or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.