

# Notice Informing Individuals about Nondiscrimination and Accessibility Requirements and Nondiscrimination Statement:

## Discrimination is Against the Law

Northeast Children's Dentistry complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Northeast Children's Dentistry does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Northeast Children's Dentistry:

- 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 believe that Northeast Children's Dentistry 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:

Tracey Hay, Business Manager  
8606 Village Dr. Ste. B  
San Antonio, TX 78217  
Phone: (210) 654-6882  
Fax: (210) 654-0036  
tghay@necdsa.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Tracey Hay, Business Manager 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>.

Language assistance services are available free of charge to our patients. If possible, please call to request translation services at least 48 hours in advance. Phone numbers for translation services are found below:

**In office during all normal business hours:**

Qualified bilingual staff in English and Spanish. *Personal bilingüe calificado.*

**Call to schedule other translations services:**

Insured by **MCNA** 1-855-691-6222/TTY 1-800-735-2989

Insured by **DentaQuest** 1-800-516-0165/ TTY 711

Insured by Texas Health and Human Services (**Medicaid**) 1-866-566-8989 / TTY 1-866-222-4306

**Uninsured/Other**—translation services will be arranged through our office (210) 654-6882