



NOTICE UNDER THE AMERICANS WITH DISABILITIES ACT

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Department of Managed Health Care (DMHC) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: The DMHC does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

Effective Communication: The DMHC will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the DMHC's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

Modifications to Policies and Procedures: The DMHC will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in the DMHC offices, even where pets are generally prohibited.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity for the DMHC, should contact the EEO and Wellness Unit ADA Coordinator, at EEO@dmhc.ca.gov as soon as possible but no later than 48 hours before the scheduled event.

The ADA does not require the DMHC to take any action that would fundamentally alter the nature of its programs or services or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of the DMHC is not accessible to persons with disabilities should be directed to EEO@dmhc.ca.gov.

The DMHC will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are accessible to persons who use wheelchairs.

**Department of Managed Health Care
Grievance Procedure under
The Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the DMHC.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or a tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

**ADA Coordinator
980 9th Street, Sacramento, CA 95814**

Within 15 calendar days after receipt of the complaint, the DMHC will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the DMHC will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the DMHC and offer options for substantive resolution of the complaint.

If the DMHC does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after receipt of the response to the DMHC's Director at EEO@dmhc.ca.gov and 980 9th Street, Ste.500, Sacramento, CA 95814.

Within 15 calendar days after receipt of the appeal, the DMHC Director, or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the DMHC Director or their designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the DMHC ADA coordinator, their designee, or appeals to the DMHC Director or their designee, and responses from these two offices will be retained by the DMHC for at least three years.