

# CAROLINA FAMILY HEALTH CENTERS, INC. PROCEDURE

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**TITLE:** EXEC-306.03 Notice of Nondiscrimination

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**EFFECTIVE DATE:** February 3, 2025

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**SECTION:** Executive

**REFERENCE POLICY:** EXEC-306 Nondiscrimination Position Statement

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**RESPONSIBLE CHIEF OF STAFF:** Chief Executive Officer

**RESPONSIBLE COMMITTEE:** Central-Executive

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**REVIEWED:**

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## I. PURPOSE

The purpose of this procedure is to describe the process by which Carolina Family Health Centers, Inc. (CFHC, Inc.) provides the required *Notice of Nondiscrimination* to patients in compliance with the Department of Health and Human Services' (HHS) Final Rule implementing the prohibition of discrimination under Section 1557 of the Affordable Care Act (ACA) and 45 CFR Part 92 Nondiscrimination in Health Programs or Activities.

## II. PROCEDURE

CFHC, Inc. provides a *Notice of Nondiscrimination* to patients.

The *Notice of Nondiscrimination* (see attached) includes the following information related to CFHC, Inc.'s health programs and activities:

- A statement that acknowledges that CFHC, Inc. does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), sex (which include, but is not limited to sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity; and sex stereotypes), age, or disability.
- A statement that acknowledges that CFHC, Inc. provides reasonable modifications for individuals with disabilities, and appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, such as braille or large print, free of charge and in a timely manner, when such modifications, aids, and services are necessary to ensure accessibility and an equal opportunity to participate to individuals with disabilities.
- A statement that acknowledges that CFHC, Inc. provides language assistance services, including electronic and written translated documents and oral interpretation, free of charge and in a timely manner, when such services are a reasonable step to provide meaningful access to an individual with limited English proficiency.
- How to obtain reasonable modifications, appropriate auxiliary aids and services, and language assistance services.
- The contact information for the CFHC, Inc. Section 1557 Coordinator.
- The availability of CFHC, Inc.'s grievance procedure and how to file a grievance.

- Details on how to file a discrimination complaint with Office for Civil Rights of the Department.
- How to access CFHC, Inc.'s website that provides the information contained within the *Notice of Nondiscrimination*.

The *Notice of Nondiscrimination* is provided to patients annually and upon request.

The Notice of Nondiscrimination is posted:

- On the CFHC, Inc. website.
- In a clear and prominent location at all CFHC, Inc. physical locations that provide patient facing services. The posting is no smaller than 20-point sans serif font.

### **III. ATTACHMENTS**

- *Notice of Nondiscrimination*