

Nondiscrimination and Equal Treatment

Every Person Belongs

At Presbyterian, our culture is important to us. We are dedicated to creating a quality experience for our workforce, patients and members to thrive. This is one reason we prohibit discrimination. We insist on behaviors that result in a safe and respectful environment for all.

Nondiscrimination

Nondiscrimination is defined as fair, unprejudiced treatment of our patients, members and workforce. Nondiscrimination seeks to guarantee that human rights are exercised without discrimination of any kind. It creates and establishes a supportive and respectful environment within Presbyterian, regardless of personal, cultural, and/or social differences.

We do not discriminate on the basis of race; color; ancestry; national origin (including limited English proficiency and primary language); citizenship; religion; marital status; sex characteristics including intersex traits; pregnancy or related conditions; sexual orientation; gender identity or expression; and sex stereotypes; veteran status; military status; family care or medical leave status; age; physical or mental disability; medical condition; genetic information; ability to pay; or any other protected status.

Presbyterian will try to provide reasonable accommodations and language access services for our patients, members, and workforce.

Nondiscrimination Amongst Workforce

There are laws to protect us from harassment or discrimination while we are at work. At Presbyterian, there is a zero tolerance for harassment or discrimination against co-workers or subordinates, no matter what the circumstances. Prohibited conduct includes, but is not limited to:

- Any behavior that substantially interferes with work performance;
- Behavior that demeans, intimidates, or creates an offensive work environment;
- Abuse or foul language;
- Offensive nicknames.

Healthcare Nondiscrimination Law

Presbyterian complies with nondiscrimination regulations including those under Section 1557 of the Affordable Care Act (ACA). The regulations describe individual rights in various areas including sex, disability and limited English proficiency, in all health programs and activities receiving federal financial assistance. They are aimed at advancing equity and reducing health disparities by protecting some of the populations that have been most vulnerable to discrimination in healthcare.

The Affordable Care Act law is straightforward – it says:

“Individuals shall not:

- Be excluded from participation in healthcare,
- Be denied health benefits, or
- Be subjected to discrimination based on:
 - o Race,
 - o Color,
 - o National origin,
 - o Sex,
 - o Age, or
 - o Disability”

Presbyterian Policy

Presbyterian has an ***Equal Treatment for Patients, Members and the Public*** policy that addresses these ACA requirements as well as nondiscrimination based on ancestry; citizenship; religion; marital status; sexual orientation; gender identity or expression; veteran status; military status; family care or medical leave status; medical condition; genetic information; ability to pay; or any other protected status.

Presbyterian Healthcare Services is committed to equitable healthcare and exists to ensure all patients, members and the communities we serve can achieve their best health. Presbyterian strives to treat all individuals with respect.

Our *Equal Treatment* policy includes the following provisions:

- **Patient Access and Treatment:** We do not discriminate and consider all patients entitled to be treated respectfully and considerately.
- **Health Insurance Coverage:** PHP will not deny, cancel, limit or refuse to issue or renew health insurance coverage based on the basis of a protected status. Also, PHP will not limit coverage of a claim or impose additional cost-sharing restrictions on coverage.
- **Notification of Rights:** Presbyterian notifies patients, members and the public about their rights in regard to nondiscrimination through posters, letters and website notifications.
- **Language Access:** Interpretation and translation services are available free of charge. Customers are notified of this in multiple languages.
- **Complaint Process:** We have a process to file a complaint if an individual believes they have been discriminated against.

Overcoming Barriers to Healthcare Based on Limited English Proficiency

A key intent of these regulations is removing barriers to healthcare relating to disability or limited-English proficiency:

- Presbyterian doesn't limit access to healthcare or "significant" healthcare communications based on Limited English Proficiency (LEP) or disability.
- Presbyterian workforce members are expected to provide assistance in obtaining interpretation, translation and auxiliary aids as needed for members, patients and patient caregivers.

Services

Presbyterian provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Presbyterian also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters for spoken languages and American Sign Language
- Translation services from English to other languages

Obtaining Language Access Services

If a health plan member needs or requests these services, contact the Presbyterian Customer Service Center at (505) 923-5420, 855-592-7737, TTY 711. [Multi-Language Interpreter Services](#)

If a patient needs or requests these services, all PHS approved qualified interpreter modalities available can be found on the Language Access web page on PresNet. If you need a form translated, please submit your request online in PresNet on the Language Access webpage.

Interpretation and Translation Policy

Presbyterian will provide free qualified interpretation or translation services to our patients, members, family members, and others. We will communicate this to our customers in various ways.

- When interacting with individuals seeking care or assistance at Presbyterian who have Limited English Proficiency, or who have hearing loss or are deaf, you should *always use qualified interpreters and/or a qualified bilingual staff*.
- You should document the use of such qualified interpretation in the medical record. (NOTE: Employees who are simply bilingual do not meet the federal requirements – *qualified* status is required.) Written translation of vital healthcare documents must also be completed by a *qualified* translator.
- Contact information for all PHS approved qualified interpreter modalities available can be found on the Interpreter Services webpage on PresNet. If you need a form translated, please submit your request on the Language Access webpage on PresNet.

Filing a Complaint

If an individual has a complaint or believes that Presbyterian Healthcare Services has failed to provide these services or discriminated in another way, that individual can file a grievance with the Presbyterian Privacy Officer and Civil Rights Coordinator, P.O. Box 27489, Albuquerque, NM 87125, or call 866-977-3021, TTY 711, fax (505) 923-5124, or [email](#). A grievance may be filed in person, or by mail, fax, or email. If an individual needs help filing a grievance, the Privacy Officer / Civil Rights Coordinator is available to help.

Discrimination grievances must be submitted in writing within 60 days of the date when the person filing the grievance becomes aware of the alleged discriminatory action.

It is against the law for Presbyterian to retaliate against anyone who stands up against discrimination, files a grievance or participates in a grievance investigation.

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