

# GetPersonal

## BY Converge

### **Non-Discrimination Policy**

#### **Introduction:**

Get Personal Telehealth Platform is committed to providing high-quality healthcare services to all patients, regardless of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, or source of payment, including Medicaid. This policy prohibits discrimination against any patient seeking care at our clinic.

**Compliance with Federal Law:** Converge-Get Personal Telehealth Clinic adheres to all applicable federal civil rights laws, including:

- Title VI of the Civil Rights Act of 1964 (prohibits discrimination based on race, color, or national origin)
- Section 504 of the Rehabilitation Act of 1973 (prohibits discrimination against people with disabilities)
- Age Discrimination Act of 1975 (prohibits discrimination based on age)
- Title IX of the Education Amendments of 1972 (prohibits discrimination on the basis of sex in educational programs or activities receiving federal financial assistance)
- Americans with Disabilities Act (ADA) of 1990 (prohibits discrimination against people with disabilities)

#### **Non-Discrimination in Services:**

We will not discriminate against patients in any aspect of our services, including:

- Scheduling appointments
- Eligibility determinations
- Coverage determinations
- Quality of care provided
- Referral to specialists
- Patient communication

#### **Financial Assistance and Billing**

We will accept Medicaid as a form of payment for all covered services. We will not impose any additional charges or penalties on Medicaid patients compared to patients with private insurance. We will provide clear and understandable information about billing and financial assistance options to all patients.

#### **Language Access Services**

We will provide language assistance services to Medicaid patients with Limited English Proficiency (LEP) to ensure effective communication and access to all services. (Refer to your existing LEP policy for details on these services).

#### **Grievance Procedure**

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We are committed to resolving any concerns or complaints regarding potential discrimination. Medicaid patients who believe they have been discriminated against can file a grievance using the following methods:

- Orally by contacting the Get Personal Director.
- In writing by submitting a complaint form available online. All grievances will be investigated promptly and thoroughly. We will take appropriate corrective action if discrimination is found.

### **Notice of Non-Discrimination**

We will prominently display a notice of non-discrimination in our clinic and on our website, available in multiple languages. This notice will inform patients of their rights and how to file a grievance.

### **Training and Education**

All clinic staff will receive regular training on non-discrimination practices and Medicaid patient rights.

### **Conclusion**

Get Personal Telehealth platform is committed to creating a welcoming and inclusive environment for all patients. This Non-Discrimination Policy ensures that Medicaid patients receive high-quality healthcare services free from discrimination. We strive to continuously improve our services and ensure equitable care for all.