

# EOCCO's Non-Discrimination Policy



**eoocco**

EASTERN OREGON  
COORDINATED CARE  
ORGANIZATION

Eastern Oregon Coordinated Care Organization (EOCCO) does not exclude, deny benefits to, or discriminate against any person (including members or potential members) because of:

- Age;
- Color;
- Disability;
- Gender identity;
- Marital status;
- National origin;
- Race;
- Religion;
- Sex;
- Sexual orientation;
- Health status and need for services

If you believe you have been discriminated against, you may file a report. EOCCO will send complaints to the Oregon Health Authority (OHA) within 180 days.

You can find more information on page 11 of the [Member Handbook](#). If you need another language please call 1-888-788-9821. EOCCO can mail you a handbook at no cost.

## Complaint Process:

Make (or file) a complaint with EOCCO in any of these ways:

**Web:** English: [www.eocco.com/-/media/EOCCO/PDFs/complaint\\_form.pdf](http://www.eocco.com/-/media/EOCCO/PDFs/complaint_form.pdf)

**Phone:** 503-412-4003

**Mail:** EOCCO

Attention: Appeal Unit

Address: 601 SW 2nd Avenue

Portland, OR 97204

Nick Gross coordinates our nondiscrimination work:

Nick Gross, Chief Compliance Officer

**Phone:** 503-952-5033 (TTY users: 711)

**Email:** [eoccocompliance@eocco.com](mailto:eoccocompliance@eocco.com)

If you want to file a complaint outside of the EOCCO, you can contact any outside organizations including:

## Oregon Health Authority (OHA) Civil Rights

**Web:** [www.oregon.gov/OHA/EI](http://www.oregon.gov/OHA/EI)

**Email:** [OHA.PublicCivilRights@odhsoha.oregon.gov](mailto:OHA.PublicCivilRights@odhsoha.oregon.gov)

**Phone:** 844-882-7889, 711 TTY

**Mail:** Office of Equity and Inclusion Division  
421 SW Oak St., Suite 750

Portland, OR 97204

**Oregon Bureau of Labor and Industries (BOLI)**

**Web:** [www.oregon.gov/boli/civil-rights](http://www.oregon.gov/boli/civil-rights)

**Email:** [boli\\_help@boli.oregon.gov](mailto:boli_help@boli.oregon.gov)

**Phone:** 971-673-0764, 711 TTY

**Mail:** Bureau of Labor and Industries Civil Rights Division  
800 NE Oregon St., Suite 1045  
Portland, OR 97232

**U.S. Department of Health and Human Services Office for Civil Rights (OCR)**

**Web:** <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

**Email:** [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)

**Phone:** 800-368-1019, 800-537-7697 (TDD)

**Mail:** Office for Civil Rights  
200 Independence Ave. SW, Room 509F, HHH Bldg.,  
Washington, DC 20201

If you are leaving EOCCO, we will work with your new CCO or OHP to make sure you can get those same services in the list above.

If you have any general questions about our Non-Discrimination Policy, please call EOCCO Customer Service at: 1-888-788-9821 (TTY users: 711)

Hours: Monday through Friday, 7:30 a.m. to 5:30 p.m. PST

You can get this document in other languages, large print, Braille or a format you prefer. You can also ask for an interpreter. This help is free. Call 1-888-788-9821 or TTY 711. We accept relay calls.

Puede obtener este documento en otros idiomas, en letra grande, braille o en un formato que usted prefiera. También puede recibir los servicios de un intérprete. Esta ayuda es gratuita. Llame al servicio de atención al cliente 1-888-788-9821 o TTY 711.

Aceptamos todas las llamadas de retransmisión

Eastern Oregon Coordinated Care Organization must follow state and federal civil rights laws. We cannot treat people unfairly in any of our services or programs because of a person's age, color, disability, gender identity, marital status, national origin, race, religion, sex, sexual orientation, health status or need for services