

## **NOTICE AND STATEMENT OF NON-DISCRIMINATION**

It is the policy of **The NeuroMedical Center, Inc.** (“NeuroMedical”) and all three of its entities, **The NeuroMedical Center Clinic** (“NMCC”), **The Spine Hospital of Louisiana** (“SHOLA”), and **The NeuroMedical Center Rehabilitation Hospital** (“NMCRH”), not to discriminate on the basis of race, color, national origin, sex, age or disability. NeuroMedical has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in providing health services. Section 1557 and its implementing regulations may be examined in the office of the following designated individuals who have been designated to coordinate the efforts of NMCC, SHOLA, and NMCRH to comply with Section 1557.

### **Section 1557 Coordinator**

*The NeuroMedical Center Clinic*  
10101 Park Rowe Ave.  
Baton Rouge, LA 70810  
(225) 768- 2178

Email Address:

[tbrignac@nmccbr.com](mailto:tbrignac@nmccbr.com)

### **Compliance Officer**

*The Spine Hospital of Louisiana*  
10105 Park Rowe Circle  
Baton Rouge, LA 70810  
(225) 763-9900

Email Address:

[Compliance@spinehola.com](mailto:Compliance@spinehola.com)

### **Compliance Officer**

*The NeuroMedical Center  
Rehabilitation Hospital*  
10101 Park Rowe Ave.  
Baton Rouge, LA 70810  
(225) 248-8600

Email Address:

[Compliance@nmcrehab.com](mailto:Compliance@nmcrehab.com)

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for NMCC, SHOLA, or NMCRH to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

### **PROCEDURE:**

- Grievances must be submitted to the proper Compliance Officer within 60 (sixty) days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Compliance Officer (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Compliance Officer will maintain the files and records of NMCC, SHOLA, or NMCRH relating to such grievances. To the extent possible, and in accordance with applicable law, the Compliance Officer will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Compliance Officer will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 (thirty) days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of the CEO by writing to the (Administrator / Chief Executive Officer / Board of Directors, etc.) within 15 (fifteen) days of receiving the Compliance Officer’s decision. The (Administrator / Chief Executive Officer / Board of Directors, etc.) shall issue a written decision in response to the appeal no later than 30 (thirty) days after its filing.
- The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U. S. Department of Health and Human Services, Office for Civil Rights.
- A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaints Portal, which is available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

or by mail or phone at:

### **U. S. Department of Health and Human Services**

200 Independence Avenue SW.  
Room 509F, HHH Building  
Washington, DC 20201  
1-800-368-1019, 1-800-537-7697

- Complaint forms are available at: <https://www.hhs.gov/ocr/office/file/index.html>
- Such complaints must be filed within 180 (one hundred eighty) days of the date of the alleged discrimination.