

Department of Public Health
and Human Services

Section:
General Information

HEALTHY MONTANA KIDS

Subject:
Civil Rights

Supersedes: New to HMK Manual

General Rule – Healthy Montana Kids (HMK) staff will not discriminate against any applicant or HMK-enrollee in any aspect of the program administration for reasons of race, color, national origin, creed, gender, religion, political ideas, marital status, age or disability.

HMK applicants and members have the right to:

1. equal access to services without regard to race, color, national origin, gender, disability, or age;
2. a bilingual interpreter, when necessary, for effective communication;
3. auxiliary aids to accommodate a disability; and
4. have complaints addressed according to the complaint procedure below.

**COMPLAINT
PROCEDURE**

An individual who believes he or she has been subjected to discrimination may file a written complaint no later than 180 days from the date the alleged discrimination occurred. A written complaint should contain the following:

1. the complainant's name, address and phone number;

NOTE: If a third party (e.g., spouse, attorney, etc.) files the complaint on behalf of an individual, he or she should include his or her name, address, phone number and relationship to the complainant.

2. what, when, and how the event occurred;
3. other relevant information such as the names, titles and addresses of people who may have knowledge of the event; and
4. the complainant's signature.

A written complaint should be filed with either:

NOTE: If more convenient, a form can be obtained from the Office of Civil Rights, completed and submitted as a written complaint.

1. Regional Manager
Region VIII Office of Civil Rights
1961 Stout Street, Room 1426
Denver, Colorado 80294-3538;

or
2. Office of Civil Rights
U.S. Department of Health and Human Services
200 Independence Avenue, S W
Room 509F, HHH Bldg
Washington, D.C. 20201

or
3. Civil Rights Coordinator
DPHHS
Healthy Montana Kids Plan
P. O. Box 202951
Helena, MT 59620-2951

**DEPARTMENT
RESPONSIBILITIES**

HMK staff will identify each known complaint as a program issue or as a civil rights issue by addressing the following:

1. Identifying the specific protected class (e.g., race, age, disability, etc.);
2. Explaining the complaint procedure to the individual; and
3. Advising the individual of his or her right to file a complaint.

**OTHER
COMPLAINTS**

Complaints other than Civil Rights, such as processing delays or eligibility determinations, will be investigated and resolved by an HMK Plan manager.

o o o