



Please note: pursuant to decisions by various district courts regarding the 2024 Final Rule implementing Section 1557, entitled Nondiscrimination in Health Programs and Activities, 89 Fed. Reg. 37,522 (May 6, 2024) (“2024 Final Rule”), certain provisions regarding gender identity are stayed nationwide. Other provisions are stayed or enjoined as indicated at www.hhs.gov/1557.

REASONABLE MODIFICATION PROCEDURES:

In accordance with Section 1557 of the Affordable Care Act, this document serves as The Children’s Clinic reasonable modification procedures designed to ensure that qualified individuals with disabilities may obtain reasonable modifications when appropriate. Qualified individuals with disabilities may, at any time, request that The Children’s Clinic reasonably modify, change, except, or adjust a rule, policy, practice, or service when necessary, so that The Children’s Clinic does not unlawfully deny the individual equal access to our programs, activities, services, and other benefits.

The Children’s Clinic reasonable modifications for qualified individuals with disabilities may include but are not limited to: assisting an individual perform a task; allowing an individual to perform a task with assistance, or in another way, time, or place; and modifying non-essential program requirements. For example, if The Children’s Clinic generally requires patients, members, or beneficiaries to complete an action within a specified period of time, The Children’s Clinic might extend the amount of time to complete that action as a reasonable modification for a qualified individual with a disability who needs such a modification to participate in our health program or activity. Reasonable modifications that are provided to an individual when they first contact The Children’s Clinic should again be made available to that individual if the individual returns to The Children’s Clinic, unless the individual confirms that they no longer require the same modification.

Contact information for Jenifer Alioth, Safety & Compliance Officer or the staff member(s) responsible for coordinating the reasonable modification procedures set forth in this document is:

Jenifer Alioth,
Safety & Compliance Office
Phone: 503-691-9777 Ext 1425
Email: JAlioth@childrens-clinic.com

1. REQUESTS FOR REASONABLE MODIFICATIONS

If an individual affirmatively requests a reasonable modification to access our programs, activities, services, or other benefits, staff will provide the modification to the individual if the requested modification does not result in a fundamental alteration to our program or activity.



Staff will contact Jenifer Alioth at 503-691-9777 Ext 1425 or via email at JAlioth@childrens-clinic.com in a timely manner to help determine whether The Children's Clinic can provide the requested reasonable modification.

Staff will document the request in the individual's record.

The Children's Clinic accepts written and verbal requests for reasonable modifications. Individuals are not required to use the term "reasonable modification" when making a request. The individual's modification request must describe the needed modification and explain how it is related to their disability unless these things are apparent or otherwise known.

The decision to provide a specific reasonable modification to a qualified individual with a disability shall be made on a case-by-case basis in a timely manner after evaluating the relevant facts.

When The Children's Clinic receives a reasonable modification request, The Children's Clinic will immediately provide the requested modification, if feasible. If The Children's Clinic cannot provide the requested reasonable modification immediately upon request, and if The Children's Clinic receives the request in advance of the individual's need for the modification, The Children's Clinic will acknowledge receipt of the request in writing no later than 15 business days from receipt of the request.

When The Children's Clinic receives a reasonable modification request, including when [insert name of covered entity] receives the request at the point of service, The Children's Clinic will initiate an interactive, good faith dialogue with the requestor to assess the request. In most cases the individual with a disability will know best what type of modification will meet their needs. When the disability and type of modification needed are obvious, there is no need to have that dialogue.

The Children's Clinic may ask for documentation when the disability or need for modification is not obvious. If the disability is visually apparent or otherwise known, and if the requested modification does not appear related to the disability, The Children's Clinic may request additional information from the individual necessary to evaluate the disability-related need for the modification.

If neither the disability nor the relationship between the disability and the requested modification is clear, The Children's Clinic may ask the individual for proof of both. The Children's Clinic will review and consider, as appropriate, documentation from an individual's doctor or other medical professional, a peer support group, a non-medical service agency, or a reliable third party who is in a position to know about the individual's disability and need for the requested modification.

When additional information is necessary, The Children's Clinic will notify the requestor about what information is needed and offer a reasonable time for the requester to provide the information to us. If, after a reasonable period of time, the requestor fails to provide the



necessary information, the decision about the request will be based upon the information available to The Children's Clinic. If necessary, The Children's Clinic will inform the requestor of the opportunity to submit another modification request with more information.

If a staff member from The Children's Clinic is unable to immediately provide an individual with a disability their requested reasonable modification, the staff member will so advise the individual and forward the request to their direct manager and to Jenifer Alioth, Safety & Compliance Officer, to evaluate whether the requested modification will fundamentally alter the nature of the program, activity, service, or other benefit at issue. If the requested modification would result in a fundamental alteration, we will provide a written explanation of how the requested modification will alter the program, activity, service at issue. We will also decide if there is another modification that can be provided that would not result in a fundamental alteration.

For reasonable modification requests that The Children's Clinic staff members cannot provide immediately, including at the point of service, barring extenuating circumstances, we will make a final decision regarding our provision of the modification within 30 business days of the request, and we will communicate the decision via telephone or text, and in writing, to the requestor.

The Children's Clinic staff will document the outcome of our decision to grant or deny the individual the requested modification in the individual's record.

2. OBSERVABLE LIKELY NEED FOR A REASONABLE MODIFICATION

If an individual's disability is apparent or otherwise known, The Children's Clinic staff should ask the individual if they need a reasonable modification to have meaningful access to our programs, activities, services, and other benefits, and staff will initiate the interactive evaluation process described in Section 1 above.

3. STAFF TRAINING

The Children's Clinic will ensure that all relevant staff are trained on the procedures for granting reasonable modifications as set forth in this document.