



Americans with Disabilities Act (ADA) Provider Guidelines

ADA Compliance

Each Health Plan and its Providers must comply with the Americans with Disabilities Act (ADA) (28 C.F.R. § 35.130) and Section 504 of the Rehabilitation Act of 1973 (Section 504) (29 U.S.C. § 794) and maintain capacity to deliver services in a manner that accommodates the needs of its Enrollees. Health Plans and their Providers can demonstrate compliance with the ADA by conducting an independent survey/site review of facilities for both physical and programmatic accessibility.

The Health Plan must reasonably accommodate persons and shall ensure that the programs and services are as accessible to an individual with disabilities as they are to an individual without disabilities. This will be accomplished by written policies and procedures to assure compliance while ensuring that physical, communication, and programmatic barriers do not inhibit individuals with disabilities from obtaining all Covered Services.

The providers will assist in meeting these accommodations by:

1. Providing flexibility in scheduling to accommodate the needs of the enrollee;
 - Allow for individual schedule needs within reasonable times
 - Allow for flexibility regarding arriving on-time due to dependency on transportation
 - Consider wait times for those that physically can not sit for long periods without adequate accommodations (liquids, shift in weight, upright in chair)

Interpreters

2. Providing interpreters or translators for Enrollees who are Deaf and hard of hearing and those who do not speak English;

- Access community resources for interpreters or translators
- Provide accommodations for family or friends who accompany enrollee to appointments
- Allow for written communication and materials for information after appointment
- Consider cultural and social differences

Reasonable Accommodations

3. Ensuring that individuals with disabilities are provided with reasonable accommodations to ensure effective communication, including auxiliary aids and services. Reasonable accommodations will depend on the particular needs of the individual and include but are not limited to;

- Providing large print (at least 16-point font) versions of all written materials to individuals with visual impairments;
- Ensuring that all written materials are available in formats compatible with optical recognition software;
- Reading notices and other written materials to individuals upon request;
- Assisting individuals in filling out forms over the telephone;
- Ensuring effective communication to and from individuals with disabilities through email, telephone, and other electronic means;
- TTY, computer-aided transcription services, telephone handset amplifiers, assistive listening systems, closed caption decoders, videotext displays and qualified interpreters for the Deaf; and
- Individualized assistance

Safe Accessibility

4. Ensuring safe and appropriate physical access to buildings, services and equipment;

- Accessible access to building and parking
- Accessible equipment such as exam tables, weight scales and diagnostic equipment
- Individual assistance with examination process
- Accommodations for enrollee family, friends or attendants to assist

Engagement

- **5.** Engagement with Health Plan, Provider and provider staff to ensure communication and on-going evaluation of enrollee rights;
 - Provide will participate and coordinate staff training by the Health Plan on ADA requirements
 - Participate in improvement plans to support patient-provider relationship
 - Identify barriers to access or availability to care and implement plans to improve
 - Allow for engagement with Health Plan Compliance team audits

Section 504 states that "no qualified individual with a disability in the United States shall be excluded from, denied the benefits of, or be subjected to discrimination under" any program or activity that either receives Federal financial assistance.

UnitedHealthcare Community Plan

Vision

To be the premier health care delivery organization in the eyes of our state partners, providing health plans that meet the unique needs of Medicaid beneficiaries and members in other government-sponsored health care programs, and are effective partners with physicians, hospitals and other health care professionals in serving their patients.

