



Health Share of Oregon
2121 SW Broadway, Suite 200
Portland, Oregon 97201

November 27, 2019

Erika Meyer
305 NE 61st Street #D13
Portland, OR 97213

ID# CR300P0Y

Si usted necesita servicios de intérprete, por favor llame al teléfono (855) 433-6825.

Dear Erika Meyer:

We have received your complaint about dental services provided to you. I understand you are upset because of the crown on tooth #14 is bothering you and you would like it removed. Tooth #14 is a larger back tooth in the upper left part of your mouth. A crown is a tooth shaped cover placed over a tooth that is damaged. We need to review with a consulting dentist to find a resolution. We want to help solve your problem and will respond to you within 30 days.

We appreciate your patience while your concern is reviewed. If you have any questions, please contact me directly at (855) 433-6825, extension 810312. For Oregon Relay Service (TTY) call 711.

Sincerely,

A handwritten signature in cursive script that reads "Stephanie Brooks".

Stephanie Brooks
Member Services

Enclosure

Non-Discrimination Statement

Willamette Dental Group must treat you fairly. We must follow federal civil rights laws. We cannot treat people differently because of his or her:

- Age
- Gender Identity
- Race
- Sexual Orientation
- Color
- Marital Status
- Religion
- Disability
- National Origin
- Sex

To communicate about our services, we provide free help when you need it.

Free help examples:

- Audio
- Written information in: braille, large print, other languages, accessible electronic formats
- Language Interpreters
- Sign Language Interpreters

Contact us to get more information or report a concern.

Contact information:

Willamette Dental Group
Member Services Department
6950 NE Campus Way
Hillsboro, OR 97124

Phone: 1-855-433-6825
TTY: 1-800-735-1232 or 711
Fax 503-952-2684
Email: memberservices@willamettedental.com

To file a civil right complaint, contact their office in one of the following ways:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201

Phone: 1-800-368-1019, 800-537-7697 (TDD)
Email: OCRComplaint@hhs.gov
Web Address: www.hhs.gov

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-433-6825.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-433-6825.

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-433-6825。

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-433-6825.

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-433-6825 번으로 전화해 주십시오.

Tagalog (Tagalog – Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-433-6825.

Українська (Ukrainian)

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-855-433-6825.

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-433-6825.

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-855-433-6825.

日本語 (Japanese)

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-433-6825 まで、お電話にてご連絡ください。

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-433-6825.

فارسی (Farsi)

یگ فنگو م یت وجه: اگر به زبان فارسی گان یت صورت را یت زبان لاتیت سه دیکن باشد. با یت راهم 1-855-433-6825 شما یت را یت یت ماس یتگ.

Oroomiffa (Oromo) (Cushite)

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-855-433-6825.

ខ្មែរ (Mon-Khmer, Cambodian)

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល្អ គឺអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ 1-855-433-6825

Română (Romanian)

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-855-433-6825.

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-433-6825.