



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 Heartfelt Pediatrics LLC’s 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 Heartfelt Pediatrics LLC reasonably modify, change, except, or adjust a rule, policy, practice, or service when necessary so that Heartfelt Pediatrics LLC does not unlawfully deny the individual equal access to our programs, activities, services, and other benefits.

Heartfelt Pediatrics LLC’s 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. Reasonable modifications that are provided to an individual when they first contact Heartfelt Pediatrics LLC should again be made available to that individual if the individual returns to Heartfelt Pediatrics LLC, unless the individual confirms that they no longer require the same modification.

Contact information for the staff member(s) responsible for coordinating the reasonable modification procedures set forth in this document is:

Holly Milligan, CPNP-PC
Phone: 541-859-3550
Email: holly@heartfeltpediatrics.com
Address: 1001 SW Disk Drive, Ste 250, Bend, OR 97702

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 Section 1557 Coordinator at 541-359-3550 in a timely manner to help determine whether Heartfelt Pediatrics LLC can provide the requested reasonable modification.

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

Heartfelt Pediatrics LLC 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 Heartfelt Pediatrics LLC receives a reasonable modification request, Heartfelt Pediatrics LLC will immediately provide the requested modification, if feasible. If Heartfelt Pediatrics LLC cannot provide the requested reasonable modification immediately upon request, and if Heartfelt Pediatrics LLC receives the request in advance of the individual's need for the modification, Heartfelt Pediatrics LLC will acknowledge receipt of the request in writing no later than 5 business days from receipt of the request.

When Heartfelt Pediatrics LLC receives a reasonable modification request, including when Heartfelt Pediatrics LLC receives the request at the point of service, Heartfelt Pediatrics LLC 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.

Heartfelt Pediatrics LLC 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, Heartfelt Pediatrics LLC 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, Heartfelt Pediatrics LLC may ask the individual for proof of both. Heartfelt Pediatrics LLC 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, Heartfelt Pediatrics LLC 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 Heartfelt Pediatrics LLC. If necessary, Heartfelt Pediatrics LLC will inform the requestor of the opportunity to submit another modification request with more information.

If a Heartfelt Pediatrics LLC staff member 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 Holly Milligan, CPNP-PC, the covered entity's Section 1557 Coordinator, 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 Heartfelt Pediatrics LLC 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 5 business days of the request, and we will communicate the decision via telephone or text, and in writing, to the requestor.

Heartfelt Pediatrics LLC 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, Heartfelt Pediatrics LLC 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

Heartfelt Pediatrics LLC will ensure that all relevant staff are trained on the procedures for granting reasonable modifications as set forth in this document.