

## WHERE AND HOW TO FILE A H.I.P.P.A. COMPLAINT

If a person, agency or organization covered under the HIPAA Privacy Rule ("a covered entity") violated your health information privacy rights, or committed any violation of the "Privacy Rule", you may file a complaint with the Department of Health & Human Services, Office for Civil Rights (OCR).

The Privacy Rule, developed under authority of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), prohibits the alleged violating party from taking retaliatory action against anyone for filing a complaint with the Office for Civil Rights. You should notify OCR immediately in the event of any retaliatory action.

The OCR has authority to receive and investigate complaints against covered entities related to the Privacy Rule. A covered entity is any health plan, health care clearinghouse, and any health care provider who conducts certain health care transactions electronically.

Complaints to the Office for Civil Rights must be filed in writing and sent by U.S. Mail, or by e-mail at [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov) (the OCR has a form on their web site in which they recommend that you use, but you are not required to use). In addition, it must be filed within 180 days of when you knew that the act or omission complained of occurred. On occasion, if you can show "good cause", the OCR may extend the 180-day period.

Further, make sure the complaint states:

- Your name, full address, home and work telephone numbers, email address.
- If you are filing a complaint on someone's behalf, also provide the name of the person on whose behalf you are filing.
- Name, full address and phone of the person, agency or organization you believe violated your (or someone else's) health information privacy rights or committed another violation of the Privacy Rule.
- Briefly describe what happened. How, why, and when do believe your health information privacy rights were violated, or the Privacy Rule otherwise was violated?
- Any other relevant information.
- Sign your name and date your complaint.

### OCR Regional Addresses:

**Region I - CT, ME, MA, NH, RI, VT**  
Office for Civil Rights  
U.S. Department of Health & Human Services  
JFK Federal Building - Room 1875  
Boston, MA 02203  
(617) 565-1340; (617) 565-1343 (TDD)  
(617) 565-3809 FAX

**Region VI - AR, LA, NM, OK, TX**  
Office for Civil Rights  
U.S. Department of Health & Human Services  
1301 Young Street - Suite 1169  
Dallas, TX 75202  
(214) 767-4056; (214) 767-8940 (TDD)  
(214) 767-0432 FAX

**Region II - NJ, NY, PR, VI**

Office for Civil Rights  
U.S. Department of Health & Human Services  
26 Federal Plaza - Suite 3313  
New York, NY 10278  
(212) 264-3313; (212) 264-2355 (TDD)  
(212) 264-3039 FAX

**Region III - DE, DC, MD, PA, VA, WV**

Office for Civil Rights  
U.S. Department of Health & Human Services  
150 S. Independence Mall West - Suite 372  
Philadelphia, PA 19106-3499  
(215) 861-4441; (215) 861-4440 (TDD)  
(215) 861-4431 FAX

**Region IV - AL, FL, GA, KY, MS, NC, SC, TN**

Office for Civil Rights  
U.S. Department of Health & Human Services  
61 Forsyth Street, SW. - Suite 3B70  
Atlanta, GA 30323  
(404) 562-7886; (404) 331-2867 (TDD)  
(404) 562-7881 FAX

**Region V - IL, IN, MI, MN, OH, WI**

Office for Civil Rights  
U.S. Department of Health & Human Services  
233 N. Michigan Ave. - Suite 240  
Chicago, IL 60601  
(312) 886-2359; (312) 353-5693 (TDD)  
(312) 886-1807 FAX

**Region VII - IA, KS, MO, NE**

Office for Civil Rights  
U.S. Department of Health & Human Services  
601 East 12<sup>th</sup> Street - Room 248  
Kansas City, MO 64106  
(816) 426-7278; (816) 426-7065 (TDD)  
(816) 426-3686 FAX

**Region VIII - CO, MT, ND, SD, UT, WY**

Office for Civil Rights  
U.S. Department of Health & Human Services  
1961 Stout Street - Room 1426  
Denver, CO 80294  
(303) 844-2024; (303) 844-3439 (TDD)  
(303) 844-2025 FAX

**Region IX - AZ, CA, HI, NV, AS, GU, The U.S. Affiliated Pacific Island Jurisdictions**

Office for Civil Rights  
U.S. Department of Health & Human Services  
50 United Nations Plaza - Room 322  
San Francisco, CA 94102  
(415) 437-8310; (415) 437-8311 (TDD)  
(415) 437-8329 FAX

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