

How to Access Records or File a Complaint

You have the right to request a copy of your health care records. To do so:

Submit a Request: Complete the **Records Request Form** available at www.dentonmhmr.org or at the front desk of any Center location.

Send Your Request:

By Mail: 2519 Scripture St. Denton, TX 76201	By Fax: 940-565-0930
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Processing Time: Requests will be handled in accordance with **Texas law and HIPAA regulations.**

If you have concerns about services, staff, or your rights, you may file a complaint using the options below.

Mental Health Rights Protection Officer  (940) 565-5291  ciarah@dentonmhmr.org IDD Rights Protection Officer  (940) 381-1770  margaretl@dentonmhmr.org	Office for Civil Rights  1-800-368-1019  OCR Complaint Page HIPAA privacy, security, or access complaints.
Texas HHSC – Behavioral Health  1-877-438-5658  HHSC Behavioral Health Complaint Page Oversight of LMHA/LIDDA operations, programs, and compliance.	Texas Department of Insurance (TDI)  1-800-252-3439  TDI Complaint Page Complaints about insurance fraud, coverage, claims or denials.
Disability Rights Texas  1-512-454-4816  RDT Complaint Page Assistance with rights, discrimination, or access complaints.	Texas Attorney General  1-800-621-0508  TAG Complaint Page Complaints about unlawful practices, access issues, or consumer rights.

If you have concerns about licensed providers, you may file a complaint using the options below.

Profession	Board / Contact
Physicians (MD / DO)	Texas Medical Board , (800) 201-9353
Nurses (RN / LVN)	Texas Board of Nursing , (512) 305-7400
Physical Therapists	Executive Council of PT and OT Examiners , (512) 305-6900
Occupational Therapists	Executive Council of PT and OT Examiners , (512) 305-6900
Speech-Language Pathologists / Audiologists	Texas Department of Licensing & Regulation , (800) 803-9202
Licensed Professional Counselors (LPC)	Texas Behavioral Health Executive Council , (800) 821-3205
Licensed Psychologists	Texas Behavioral Health Executive Council , (800) 821-3205
Licensed Clinical Social Workers	Texas Behavioral Health Executive Council , (800) 821-3205
Licensed Marriage & Family Therapists	Texas Behavioral Health Executive Council , (800) 821-3205