



U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Office for Civil Rights

Headquarters • Humphrey Building
200 Independence Ave., S.W. • Washington, D.C. 20201
Voice: (800) 368-1019 • TDD: (800) 537-7697
Fax: (202) 619-3818 • www.hhs.gov/ocr

To Whom It May Concern,

The U.S. Department of Health and Human Services, Office of Civil Rights received the enclosed correspondence from you. However, it is being returned to you for one or more of the following reason(s):

- You requested an OCR Civil Rights and/or HIPAA Complaint form.
- You failed to include the name, address and phone number of the organization or person you believe has violated your (or someone else's) health information privacy rights, civil rights, or other violation of the Privacy Rule or Security Rules.
- You failed to include your name, address, phone number and email address, or the contact information of the person you are filing on behalf of.
- No allegation or description of the incident was included, including the date of the alleged violation.
- Allegations are unclear.
- Correspondence was damaged upon arrival.

For your convenience, we are including the following information to assist you with filing a complete complaint.

*Note that in accordance with the Office of Personnel Management's and CDC's guidelines on COVID-19, HHS personnel are continuing to telework and offices are closed until further notice. OCR is committed to handling your complaint as quickly as possible and continuing to serve you in a virtual capacity, therefore, **we strongly encourage you to submit the HHS OCR Complaint Form Packet electronically rather than mail or fax.***

OCR Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

For questions or additional assistance, please contact Centralized Case Management Operations at (800) 368-1019 or (202) 619-3257 (TDD). Thank you.

Sincerely,

Office for Civil Rights
Centralized Case Management Operations
U.S. Department of Health and Human Services

Enclosure: OCR Fact Sheet and HHS OCR Complaint Package

English		If you speak a non-English language, call 1-800-368-1019 (TTY: 1-800-537-7697), and you will be connected to an interpreter who will assist you with this document at no cost.
Español Spanish	-	Si usted habla español marque 1-800-368-1019 (o a la línea de teléfono por texto TTY 1-800-537-7697) y su llamada será conectada con un intérprete que le asistirá con este documento sin costo alguno.
中文 - Chinese		如果你讲中文，请拨打1-800-368-1019（打字电话：1-800-537-7697），你将被连接到一位讲同语种的翻译员为你提供免费服务。
Tiếng Việt Vietnamese	-	Nếu bạn nói tiếng Việt, xin gọi 1-800-368-1019 (TTY: 1-800-537-7697), và bạn sẽ được kết nối với một thông dịch viên, người này sẽ hỗ trợ bạn với tài liệu này miễn phí.
한국어 Korean	-	한국어를 하시면 1-800-368-1019 (청각 장애용: 1-800-537-7697) 로 연락 주세요. 통역관과 연결해서 당신의 서류를 무료로 도와 드리겠습니다.
Tagalog (Filipino)		Kung ikaw ay nagsasalita nang Tagalog, tumawag sa 1-800-368-1019 (TTY: 1-800-537-7697) para makonek sa tagapagsalin na tutulong sa iyo sa dokumentong ito na walang bayad.
Русский Russian	-	Если вы говорите по-русски, наберите 1-800-368-1019. Для клиентов с ограниченными слуховыми и речевыми возможностями: 1-800-537-7697), и вас соединят с русскоговорящим переводчиком, который вам поможет с этим документом безвозмездно.