



Administrative Offices  
1500 Pappas Street • PO Box 1835 • Laredo, TX 78041  
Phone: (956) 794-3000

## How to File a Complaint

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

<p><b>BORDER REGION BHC   LMHA / LIDDA (Internal)</b>   (956) 794-3017            Toll Number Line 1-877-343-1434   Mariava@borderregion.org            Submit complaints about services, staff, or unauthorized access to records (HIPAA violation).</p>	<p><b>Office for Civil Rights</b>   1-800-368-1019  <a href="#">OCR Complaint Page</a>            HIPAA privacy, security, or access complaints.</p>
<p><b>Texas HHSC – Behavioral Health</b>   1-877-438-5658  <a href="#">HHSC Behavioral Health Complaint Page</a>            Oversight of LMHA/LIDDA operations, programs, and compliance.</p>	<p><b>Texas Department of Insurance (TDI)</b>   1-800-252-3439  <a href="#">TDI Complaint Page</a>            Complaints about insurance fraud, coverage, claims or denials.</p>
<p><b>Disability Rights Texas</b>   1-512-454-4816  <a href="#">RDT Complaint Page</a>            Assistance with rights, discrimination, or access complaints.</p>	<p><b>Texas Attorney General</b>   1-800-621-0508  <a href="#">TAG Complaint Page</a>            Complaints about unlawful practices, access issues, or consumer rights.</p>

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

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