



**This Program  
is Licensed by the  
Texas Health and Human Services Commission**

Direct complaints against this program  
or staff of this program to:

[cii.SA@hhsc.state.tx.us](mailto:cii.SA@hhsc.state.tx.us), or

Texas Health and Human Services Commission  
Regulatory Services Complaint and Incident Intake, Mail Code E-249  
P.O. Box 149030  
Austin, TX 78714-9030

1-800-458-9858, Option 6



Complaints regarding false, misleading, or deceptive  
advertising may also be reported to:

Office of the Attorney General  
Consumer Protection Division  
P.O. Box 12548,  
Austin, Texas 78711-2548



**Duty to Report**

When a provider or its personnel have knowledge of unethical conduct or practice on the part of a person or provider, they have a responsibility to report the conduct or practices to appropriate funding or regulatory bodies or to the public. Any provider or provider personnel who receive an allegation or have reason to suspect that an individual has been, is, or will be subject to abuse, neglect or exploitation by any provider shall immediately inform the Department's Patient Quality Care Unit. The provider shall also take immediate action to prevent or stop the abuse, neglect, or exploitation and provide appropriate care and treatment.