



Complaint About Health Information Uses And Disclosures

- Federal law requires the Healthcare and Family Services (HFS) to protect the privacy of the personal health information that it has about you or its other clients.
- You have the right to complain in writing about how HFS, or other people or organizations that work for HFS, used or shared your personal health information or the personal health information of its other clients.
- HFS cannot take action against you because of this complaint.
- Please give as much detail as you can so HFS can investigate this event and improve the ways it protects the privacy of the personal health information it has.

My name: _____ Date of Birth: _____

Recipient I.D. Number (RIN), if applicable: _____

Address: _____

Telephone number: _____

E-mail address: _____

What is the best way to reach you?: _____

When is the best time to reach you?: _____

Details of your complaint: Please be specific about dates, times and the policy, procedure or action taken. Please include the names of anyone at HFS with whom you discussed your complaint. Use the other side if you need more room.

Signature: _____ Date: _____

Send this Complaint to:

Privacy Officer
Office of the General Counsel
Healthcare and Family Services
201 S. Grand Ave. East, 3rd Floor
Springfield, IL 62763-1000

If you have any questions, contact the Privacy Office at the address to the left, or the phone number below. The call is free.

Toll-free telephone: 1-800-226-0768
(Health Benefits Hotline)

Toll-free for persons using a TTY: 1-877-204-1012
Fax: 1-217-524-2397

e-mail address:
HFS.privacy.officer@illinois.gov