



# HIPAA Complaint

Federal law\* requires the Department of Human Services, both as an agency providing a health plan (Medicaid and *hawk-i*) and as a health care provider (Department facilities), to comply with standards to protect the security and privacy of protected health information. “Protected health information” is information that communicates a person’s medical condition – past, present, or future.

The Department has rules at 441 Iowa Administrative Code Chapter 9 to set the policies and manual and forms at Employees’ Manual, Chapter 1-C and 1-C-Appendix, to explain the procedures that the Department must follow to comply with the federal security and privacy law and regulations. You can view these rules and manuals on the Department’s website at <http://www.dhs.iowa.gov/policyanalysis>.

You may file a complaint with the Department if you believe that:

- The Department is not following its privacy policies and procedures, or
- The Department’s privacy practices do not agree with the federal law and regulations.

To file a complaint, you may do one of the following:

- Complete this form and mail it to:

DHS HIPAA Security and Privacy Office  
 Iowa Department of Human Services  
 1305 East Walnut 1st Floor  
 Des Moines, Iowa 50319-0114

- Write a letter stating your complaint and mail it to the DHS HIPAA Security and Privacy Office at the address above. (Use of this form is not required.)
- You will receive a response within 30 days.

Do not use this form to file an appeal. If you disagree with a Department decision on your specific case, you may file an appeal with the Department using the procedures given on the decision you received.

### How do we reach you?

Name	Organization	Daytime Telephone Number
Mailing Address – Street or P.O. Box		City, State, and Zip Code

### What is your complaint?

Please explain your complaint. Tell which of the Department’s policies you disagree with and why. If you feel that a certain person, office, or facility of the Department is not following our procedures, please tell us. If you need more space, write on the back of this form or attach another page.

\* Public Law 104-191, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and 45 Code of Federal Regulations Parts 160 and 164)