

## **Nicole Groves, LPC - Notice to Consumers, Texas Mental Health Services**

### **Purpose:**

In accordance with Texas law (House Bill 4224 and Section 181.105 of the Texas Health and Safety Code), the following information is provided to help consumers understand their rights and available resources.

### **Requesting Your Health Care Records:**

You have the right to request a copy of your mental health records. To request your records, please submit a written request to your treating clinician or to the practice directly. Requests may be made via email, secure client portal, or in writing. Records will be provided in accordance with Texas law and applicable privacy regulations. If you have questions about accessing your records, please contact our office for assistance.

### **Contacting the Texas Behavioral Health Executive Council (BHEC):**

The Texas Behavioral Health Executive Council regulates licensed mental health professionals in Texas. If you have questions about licensure or professional standards, you may contact BHEC directly:

Texas Behavioral Health Executive Council

<https://bhec.texas.gov/contact-us/>

Phone: (800) 821-3205 or (512) 305-7700

Address: 1801 Congress Ave, Ste 7300, Austin, Texas, 78701

### **Filing a Consumer Complaint:**

If you wish to file a consumer complaint regarding mental health services, you may do so with the Texas Office of the Attorney General:

Office of the Attorney General – Consumer Protection Division

<https://www.texasattorneygeneral.gov/consumer-protection>

Phone: (800) 621-0508

Address: PO BOX 12548, Austin, Texas 78711