



DEPARTMENT OF HEALTH & HUMAN SERVICES

OFFICE OF THE SECRETARY

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Office for Civil Rights  
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DATE: March 25, 2008

TO: Sherette Funn-Coleman  
Report Clearance Officer  
Office of Information Resources Management

FROM: Fernando Correa  
Chief Information Officer  
Office for Civil Rights

SUBJECT: Revised Forms HHS-699 and HHS-700

In April 2003, the Office for Civil Rights (OCR) received OMB clearance for the following two forms:

1. HHS-699 Discrimination Complaint form
2. HHS-700 Health Information Privacy Complaint form

Both of these forms are currently being disseminated to the public, nationwide.

In order to better serve the needs of our customers, we have proposed some minor changes to both forms that will better serve our requirements and make it easier for the public. The changes are the same for both forms and are as follows:

1. Changed the graphic in the upper right hand corner from scales to the OCR logo.
2. Removed a statement in the heading that provided an 800 number to call for questions. This line is no longer answered by a live person; it is for information purposes only.
3. Removed a text box on the 2<sup>nd</sup> side of the form that asks how the customer heard about OCR. Instead, we listed eight choices and asked that the customer to check off how they heard about OCR.

These changes are minor and do not change the overall purpose of the forms.

In addition to the changes listed above, we would like to start attaching a consent form to the complaint forms. The consent form is a document that the complainant signs in order for us to precede with the complaint. It is required for the majority of investigated cases.

Currently, when we receive the complaint form, we must send out a consent form which the complainant must sign before we can proceed. This delays the start of processing and can potentially add 30 days to the case processing time. By attaching the consent form, we could reduce the case processing time, which is one of our goals.

Attached to this memorandum is a package with the revised complaint forms and the proposed consent form for your perusal. If you have any questions or need additional information, please contact Lisa Alston at 202-619-1501. Thank you for your assistance with this matter.