



Texas Consumer Notice – Client Rights & Access to Records

Required by Texas Health & Safety Code § 181.105 (House Bill 4224, 89th Legislature)

Effective September 1, 2025, Texas law and the Health Insurance Portability and Accountability Act (HIPAA) require licensed health care providers to provide consumers with clear instructions on how to request health care records, contact the appropriate licensing authority, and file a complaint.

How to Request Your Health Records

Clients of Compassion Centered Counseling may request access to counseling and health records created by any clinician practicing within this group, in accordance with Texas law and HIPAA.

Email: marcyconner@compassioncentered.com

Phone: 817-666-3067

Mail: 1698 Keller Pkwy, Ste 200, Keller, Texas 76248

Requests should be submitted in writing and include the client's full name, date of birth, dates of service requested, and preferred delivery method. Requests are processed within legally required timeframes. Applicable fees, if any, are assessed in accordance with state and federal law.

Licensing & Regulatory Authority

Licensed Professional Counselors and other behavioral health clinicians in this practice are regulated by the Texas Behavioral Health Executive Council (BHEC).

Texas Behavioral Health Executive Council (BHEC)
1801 Congress Ave., Suite 7.300, Austin, Texas 78701
Phone: (512) 305-7700
Website: <https://bhec.texas.gov>

How to File a Complaint

Texas Behavioral Health Executive Council (BHEC)
or
Texas Attorney General – Consumer Protection Division
Phone: (800) 621-0508
Website: <https://consumerprotection.texasattorneygeneral.gov>

Non-Retaliation Notice: Clients will not be retaliated against for requesting records or filing a complaint. These actions are protected under Texas law and HIPAA.