Texas Consumer Information and Rights

Constantly Evolving® is committed to respecting consumer rights, protecting confidential information, and providing clear instructions for accessing healthcare records and contacting the appropriate regulatory authorities.

1. How to Request Your Healthcare Records

You may request access to or a copy of your healthcare records maintained by Constantly Evolving®.

To submit a request:

1. Contact Constantly Evolving® at 832-930-6219 or connect@constantlyevolvingmhs.com to obtain the appropriate medical-records request instructions and any required authorization form.
2. Submit your completed written request using the secure submission method or mailing instructions provided by the Practice.
3. Provide the information reasonably necessary to identify your records and verify your identity or legal authority to request the records.
4. The Practice will review and process your request in accordance with applicable federal and Texas law.

Please do not send sensitive clinical information or identification documents through ordinary email unless an appropriate secure method has been established.

Certain legal exceptions may apply to access requests. Applicable fees, processing requirements, and timelines will be communicated as required by law.

2. Contact the Texas Licensing and Disciplinary Authority

The Texas Behavioral Health Executive Council (BHEC) oversees the regulation of licensed behavioral health professionals in Texas, including social workers.

Notice to Clients

The Texas Behavioral Health Executive Council investigates and prosecutes professional misconduct committed by marriage and family therapists, professional counselors, psychologists, psychological associates, social workers, and licensed specialists in school psychology.

Although not every complaint against or dispute with a licensee involves professional misconduct, the Executive Council will provide you with information about how to file a complaint.

Texas Behavioral Health Executive Council (BHEC)

- Website: https://bhec.texas.gov/
- Telephone: 1-800-821-3205
- Mailing address: 1801 Congress Avenue, Suite 7.300, Austin, TX 78701
- Complaint information: https://bhec.texas.gov/tbhec/discipline-and-complaints/how-to-file-a-complaint/

You may use the Council's official website to review complaint procedures and submit a complaint concerning a licensed professional.

3. How to File a Consumer Complaint

Consumers may submit complaints concerning healthcare privacy rights or other applicable consumer protection concerns to the appropriate government agency.

Texas Office of the Attorney General — Consumer Protection Division

To file a consumer complaint, visit:

https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint

The Office of the Attorney General provides information about the complaint process and the appropriate forms for different types of consumer concerns.

For concerns involving the professional conduct of a Texas-licensed behavioral health professional, contact the Texas Behavioral Health Executive Council using the information above.

4. Privacy and Confidentiality

Constantly Evolving® handles protected health information in accordance with applicable federal and state privacy laws and the Practice's separate Notice of Privacy Practices.

For information about how personal information is collected and used through our website, please review our Website Privacy Policy.

For questions about healthcare privacy, record requests, or the complaint process, contact:

Constantly Evolving®
12222 Merit Drive #130
Dallas, TX 75251
Texas: 832-930-6219
Email: connect@constantlyevolvingmhs.com

This notice is provided to help consumers locate relevant information and exercise applicable rights under Texas law.