



# Civil Rights Compliance Procedure

## Program Participants

If you feel that you have been treated differently because of your age, race, religion, color, sex, national origin, gender identity, sexual orientation, genetic testing, political belief or affiliation, marital status, familial or parental status, or disability or association with a person with a disability, you may file a complaint.

1. You may file an informal complaint with TMG to try to solve the problem. Complaints may be filed in any of the following ways:
  - a. By email at [info@tmgwisconsin.com](mailto:info@tmgwisconsin.com)
  - b. By phone at (608) 255-6441
  - c. Via Molina's Alertline reporting system by calling (866) 665-4629 or visiting the [Molina Healthcare website](#)
2. You may file a complaint with TMG, or you may file a formal complaint with the Wisconsin Department of Health Services (DHS). If you are not satisfied with the resolution of your complaint from step 1 above, contact DHS at:

**Office of Affirmative Action and Civil Rights Compliance**

608-266-9372 (voice)

608-266-0583 (fax)

888-701-1251 (TTY) or Wisconsin Relay 711

The DHS *Discrimination Complaint Form* is located on the DHS website [here](#). If you would like assistance completing the DHS form, please contact TMG at (608) 255-6441.

3. If you wish to file a formal complaint with the federal government, you may contact any of these agencies:

**Department of Health & Human Services (HHS)**

Office of Civil Rights

202-619-0403 (Voice) or 800-537-7697 (TTY)

[Website](#)

**Regional HHS Office for Civil Rights (Region V – Chicago)**

312-886-2359 (Voice) or 315-353-5693 (TTY)

[Website](#)

**US Department of Justice**

Civil Rights Division, Disability Rights Section  
(Voice/TDD) ADA Information Line:

800-514-0301 (Voice) or 800-514-0383 (TTY)

Fax: 202-307-1197

Email: [ADA.compliant@usdoj.gov](mailto:ADA.compliant@usdoj.gov)

**Title VI (Civil Rights) hotline:**

1-888-TITLE-06 (1-888-848-5306)

*Please note that formal complaints must be filed within 180 days from the time you felt discriminated against.*