

Frequently Asked Questions (FAQs) for Complaints of Discrimination

Who may file a complaint of discrimination with the PA Department of Human Services' Bureau of Equal Opportunity (DHS/BEO)?

- Recipients of benefits from OIM (SNAP, LIHEAP, CHIP, Medical Assistance, etc.)
- Residents at state hospitals, centers, youth development facilities, etc.
- Individuals receiving services from any DHS office/program area.
- Individuals employed by or receiving services from parties contracted or licensed by DHS (such as daycares, mental health facilities, nursing homes, etc ; insurance providers available through OIM benefits; etc).
- DHS employees who have witnessed discrimination of recipients.

These individuals may file a complaint with DHS/BEO if they believe have been **treated differently due to their membership in a protected class.**

You may also be able to file complaint of discrimination with following agencies, depending on your situation:

Office for Civil Rights

U.S. Department of Health and Human Services

Centralized Case Management Operations

200 Independence Avenue, S.W.

Room 509F HHH Bldg

Washington, D.C. 20201

Customer Response Center: (800) 368-1019

TDD: (800) 537-7697

<https://www.hhs.gov/ocr/complaints>

Email: ocrcomplaint@hhs.gov

U.S. Equal Employment Opportunity Commission

801 Market Street, Suite 1000

Philadelphia, PA 19107-3126

Inquiries: (800) 669-4000

TTY users only: (800) 669-6820

<https://www.eeoc.gov/federal-sector/overviewfederal-sector-eeo-complaint-process>

Email: PDOContact@eeoc.gov

Pennsylvania Human Relations Commission

333 Market Street, 8th Floor

Harrisburg, PA 17101

<https://www.phrc.pa.gov/File-a-complaint>

Inquiries: (717) 787-4410

TTY users only: (717) 787-7279

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What if I have a complaint of discrimination against a private employer not connected with DHS or facility licensed by DHS?

You may file a complaint of discrimination with:

Pennsylvania Human Relations Commission

333 Market Street, 8th Floor

Harrisburg, PA 17101

<https://www.phrc.pa.gov/File-a-complaint>

Inquiries: (717) 787-4410

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Email: PDOContact@eeoc.gov

What if I have a complaint of discrimination regarding housing, education, or public accommodation against entities not connected with DHS?

You may file a complaint with:

Pennsylvania Human Relations Commission

333 Market Street, 8th Floor

Harrisburg, PA 17101

<https://www.phrc.pa.gov/File-a-complaint>

Inquiries: (717) 787-4410

TTY users only: (717) 787-7279

What if I have been denied benefits and would like to request more information, provide additional information, or appeal the decision?

If your concern is regarding a belief that a determination has been made using incorrect information, the wrong services are in place, a disagreement regarding a decision on medical services needed, or other issues not related to discrimination, please contact the program office involved for more information or advice on how to correct the issue. If you are not sure which program office to contact, please reach out to:

DHS Helpline - 1-800-692-7462

(1-800-451-5886 TDD for individuals with hearing impairments)

Frequently Asked Questions (FAQs) for Complaints of Discrimination

You may contact the DHS Helpline to speak with an advocate. Staff at the helpline can answer questions about Cash Assistance, Supplemental Nutrition Assistance Program (SNAP), Medical Assistance, State Supplemental Payments (SSP), the Low-Income Home Energy Assistance Program (LIHEAP), the COMPASS website, and the application process. The helpline hours of operations are Monday through Friday, 8:30 a.m. through 4:30 p.m.

Statewide Customer Service Center - 1-877-395-8930

The Pennsylvania Department of Human Services' Statewide Customer Service Center assists with general information, application directions, checking status of an application, making changes to your case, and requesting forms and documents for programs administered by this agency (i.e. Medical Assistance, SNAP, LIHEAP).

What if I have been denied medical services and would like to appeal the decision?

See information about the DHS Bureau of Hearing and Appeals:

[Hearings and Appeals \(pa.gov\)](#)

What if I would like to apply for medical assistance, CHIP, SNAP benefits, LIHEAP benefits, etc?

You may apply online using COMPASS or visit your local County Assistance Office:

[Apply for Benefits \(pa.gov\)](#)