TMHP AND HHSC CONTACT INFORMATION

CSHCN SERVICES PROGRAM PROVIDER MANUAL

APRIL 2019
TMHP AND HHSC CONTACT INFORMATION

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1.1 TMHP-CSHCN Services Program Contact Information

1.1.1 CSHCN Services Program Telephone and Fax Communication

<table>
<thead>
<tr>
<th>Contact</th>
<th>Telephone and Fax Number</th>
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<tbody>
<tr>
<td>TMHP-CSHCN Prior Authorization and Authorization Fax</td>
<td>1-512-514-4222</td>
</tr>
<tr>
<td>Provider Enrollment Fax</td>
<td>1-512-514-4214</td>
</tr>
<tr>
<td>Provider Enrollment Phone</td>
<td>1-800-568-2413, Option 2</td>
</tr>
<tr>
<td>CSHCN Services Program Helpline</td>
<td>1-800-252-8023, Option 2</td>
</tr>
<tr>
<td>TMHP Electronic Data Interchange (EDI) Help Desk</td>
<td>1-888-863-3638, Option 4</td>
</tr>
<tr>
<td>TMHP EDI Help Desk Fax</td>
<td>1-512-514-4228</td>
</tr>
<tr>
<td>Third-Party Resource (TPR) Phone</td>
<td>1-800-846-7307</td>
</tr>
<tr>
<td>TPR Fax</td>
<td>1-512-514-4225</td>
</tr>
<tr>
<td>Appeal Submission through AIS Line</td>
<td>1-800-568-2413, Option 1</td>
</tr>
<tr>
<td>CSHCN Services Program Complaints Unit Fax</td>
<td>1-800-441-5133 or 1-512-776-7417</td>
</tr>
</tbody>
</table>

1.1.2 Written Communication with CSHCN Services Program

<table>
<thead>
<tr>
<th>Correspondence</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>First-Time Claims</td>
<td>Texas Medicaid &amp; Healthcare Partnership Attn: CSHCN Services Program Claims PO Box 200855 Austin, TX 78720-0855</td>
</tr>
<tr>
<td>Appeals and Adjustments</td>
<td>Texas Medicaid &amp; Healthcare Partnership Attn: CSHCN Services Program Appeals, MC-A11 12357-B Riata Trace Parkway, Suite 100 Austin, TX 78727</td>
</tr>
<tr>
<td>Provider Complaints</td>
<td>CSHCN Services Program ATTN: Complaints Specialty Health Care Services, MC-1938 PO Box 149347 Austin, TX 78714-9347</td>
</tr>
<tr>
<td>Prior Authorization and Authorization</td>
<td>Texas Medicaid &amp; Healthcare Partnership Attn: TMHP-CSHCN Services Program Authorizations Department, MC-A11 12357-B Riata Trace Parkway, Suite 100 Austin, TX 78727</td>
</tr>
<tr>
<td>Enrollment</td>
<td>Texas Medicaid &amp; Healthcare Partnership Attn: Provider Enrollment PO Box 200795 Austin, TX 78720-0795</td>
</tr>
<tr>
<td>Third-Party Resource</td>
<td>Texas Medicaid &amp; Healthcare Partnership Third-Party Resource Unit PO Box 202948 Austin, TX 78720-9981</td>
</tr>
</tbody>
</table>
1.1.3 TMHP-CSHCN Services Program Contact Center

The TMHP-CSHCN Services Program Contact Center at 1-800-568-2413 is available Monday through Friday from 7 a.m. to 7 p.m., Central Time, and is the main point of contact for the CSHCN Services Program provider community.

1.1.4 TMHP-CSHCN Services Program Automated Inquiry System (AIS)

Dial 1-800-568-2413 (toll-free) to access the TMHP-CSHCN Services Program AIS. The call is answered automatically. Providers should follow the directions to access AIS and use the automated features to obtain information and services.

The TMHP-CSHCN Services Program AIS provides the following information and services through the use of a touch-tone telephone: claim status, client eligibility, current weekly payment amount, faxed forms, and claim appeals.

The TMHP-CSHCN Services Program AIS eligibility and claim status information is available 23 hours a day, 7 days a week with scheduled down time between 3 a.m. and 4 a.m., Central Time. All other AIS information is available Monday through Friday from 7 a.m. until 7 p.m., Central Time. AIS offers 15 transactions per call.

Note: Pressing Star then Pound (*) repeats any information given. Pressing Star then Star (** begins again if an error was made. Pressing Zero then Pound (0#) at any time repeats the main menu.

Full instructions on the use and benefits of the TMHP-CSHCN Services Program AIS can be found by clicking on the Reference Material link on the left-hand side of the CSHCN Services Program webpage on the TMHP website at www.tmhp.com, or by calling the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413, Monday through Friday from 7 a.m. to 7 p.m., Central Time.

Note: All users who access www.tmhp.com are required to accept the American Medical Association (AMA) End-user Agreement on the use of Current Procedural Terminology (CPT). For each computer that accesses the TMHP website, the agreement must be accepted every 30 days from the last date on which the agreement was accepted by the user. If the end-user agreement is not accepted on a particular computer every 30 days, no user will be able to enter the website from that computer. For additional information about the AMA and CPT, refer to www.ama-assn.org/ama/pub/category/3113.html.

1.1.5 TMHP Regional Representatives

The TMHP Provider Relations Department comprises a staff of Austin-based and field-based provider relations representatives who serve the health-care community by furnishing a variety of services and activities designed to inform and educate health-care providers about the CSHCN Services Program policies and claims filing procedures.
Provider Relations activities include the following:

- **Provider education through planned events.** Provider representatives conduct a planned program of educational workshops, webinars, computer-based training (CBT), in-services, and training sessions designed to keep all actively-enrolled providers informed of the latest policies, claim processing procedures, and federal and state regulations affecting CSHCN Services Program. Technical support and training are also provided to TexMedConnect software users.

- **Problem identification and resolution.** A staff of research coordinators is available to assist providers with clarification of Medicaid policies and assist with in-depth problem claim submission issues after initial inquiries are made with the CSHCN Contact Center. Coordinators work closely with field-based regional representatives to coordinate the educational needs of the community.

- **Relationship with professional health-care organizations.** To ensure that Texas associations that represent health-care professions have up-to-date information about the requirements for participation in the CSHCN Services Program, the Provider Relations Department maintains a working relationship with these organizations. Also, the Provider Relations Department participates in several events sponsored by Texas health-care associations, such as conventions and conferences.

Providers must call the TMHP-CSHCN Services Program Contact Center at 1-800-568-2413 to speak to a representative who can answer questions.

If the Contact Center representative determines that an inquiry can best be handled by the TMHP Provider Relations department, the inquiry will be forwarded to Provider Relations. For example, providers who want to talk to their Provider Relations representative about a visit, in-service, or training, can call the Contact Center, and the Contact Center will forward the request to Provider Relations.

Provider relations representatives, the area they serve and additional information, including a regional listing by county and workshop information, is available on the TMHP website at www.tmhp.com/Pages/SupportServices/PSS_Reg_Support.aspx.

### 1.2 TMHP Website Information

The TMHP website at [www.tmhp.com](http://www.tmhp.com) is a valuable resource that provides:

- Information and registration for upcoming provider education and training sessions.
- A file library of publications, such as bulletins, banner messages, and provider manuals.
- Announcements of current and upcoming program changes and other important information.

Additional advanced features are available for providers that create an account. There is no charge for creating an account on the TMHP website. All enrolled providers are eligible for this service. Once an account has been created, providers have access to:

- Texas Medicaid and the CSHCN Services Program enrollment information.
- Claim Status Inquiry (CSI).
- Eligibility verification (EV).
- Electronic Remittance and Status (ER&S) Report download option.
- Complete instructions for setting up a Provider Administrator account and the use of online CSI, EV, and ER&S Reports.
- E-mail the TMHP-CSHCN Services Program Contact Center.
- Workshop registration.
- Claim submission.
- Claim appeals.
• View the new provider welcome.

New services continue to be added to the website. Visit the TMHP website at www.tmhp.com or call the Electronic Data Interchange (EDI) Help Desk at 1-888-863-3638 for the latest information about online services.

Refer to: The TMHP website at www.tmhp.com for further details and instructions on how to submit claims on the website.

1.2.1 Publications
All providers have access to the publications available on the TMHP website, including:
• Banner messages—a weekly history of banner messages.
• CSHCN Services Program Newsletter for Families.
• EDI reference and connectivity guides.
• Fee schedules.
• Provider manuals.

These publications are available in the TMHP File Library. Use the following steps to access the TMHP File Library:
   Click on the “Providers” tab at the top of the homepage. Click on “CSHCN” on the tabs at the top of the provider homepage.
   Click on “Reference Material” on the left-hand side navigation bar to access provider manuals, bulletins, and other important reference materials.

1.2.1.1 Search Capabilities for the CSHCN Services Program Provider Manual
The online version of the CSHCN Services Program Provider Manual is available in portable document format (PDF), which can be viewed in Adobe® Acrobat® or Reader®. The Bookmarks window located on the left side of the screen provides a link to each heading within the manual. Click on the heading or link to quickly access the topic of interest.

Providers can use the following instructions to search the online version of the manual by a keyword or phrase:
2) Click the Search icon (binoculars) in the toolbar located at the top of the page. The Acrobat Find window opens.
   In the Find What window, enter a keyword or phrase. Choose one of the following options, if applicable to the search:
   • Whole word only
   • Case-Sensitive
   • Include Bookmarks
   • Include Comments

   Click Search. The cursor moves to the first place within the manual where the word or phrase appears. Instances found are listed in the Results window.
   To search for a different keyword or term, click the New Search icon and type in the keyword or term and click Search.
1.3 CSHCN Services Program Central and Regional Offices

1.3.1 Central Office

The central and regional offices of the CSHCN Services Program are administratively located within the Division for Family & Community Health Services, Specialized Health Services Section, Specialty Health Care Services, at the Health and Human Services Commission (HHSC). Regular office hours are Monday through Friday from 8 a.m. to 5 p.m., Central Time.

TMHP is the claims administrator, and questions concerning provider enrollment, benefits or coverage, claims processing, and authorizations or prior authorizations should be directed to TMHP.

DSHS-CSHCN Services Program welcomes provider comments and suggestions.

Providers can contact the CSHCN Services Program using the following information:

- Telephone toll-free at 1-800-252-8023 (may be used only in Texas) or the Austin local number at 1-512-776-7355
- Fax to CSHCN Services Program toll-free at 1-800-441-5133 or the Austin local number at 1-512-776-7565
- Send e-mail to cshcn@dshs.state.tx.us

Mail to the following address:

CSHCN Services Program—Provider Enrollment
Specialty Health Care Services, MC-1938
PO Box 149347
Austin, TX 78714–9347
Fax: 1-800-441-5133

Deliveries and overnight mail to the following address:

CSHCN Services Program—Provider Enrollment
Specialty Health Care Services, MC-1938
Health and Human Services Commission-Moreton Building
1100 West 49th Street
Austin, TX 78756–3179
Fax: 1-800-441-5133

Additional information about the CSHCN Services Program is available online at www.dshs.texas.gov/cshcn.

1.3.2 Regional Offices

Case management and client eligibility services are provided by a statewide network of regionally-based social service program consultants and include the following activities:

- Coordination of medical services
- Linkage to available resources
- Acting as a liaison among the client, family, and caregivers
- Management of institutional services, insurance carriers, and other services required for the improved well-being of the client and family

Refer to: “Appendix A: Acronyms and Initialisms Dictionary” for definitions of the abbreviated academic degrees listed in the following tables.
<table>
<thead>
<tr>
<th>1.3.2.1</th>
<th>Region 1</th>
</tr>
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</table>
| **1C - Canyon Regional Sub-Office (Canyon)** | Health Services Region 1  
   300 Victory Dr.  
   WTAMU Station (physical address)  
   PO Box 60968  
   WTAMU Station (mailing address)  
   Canyon, TX 79016  
   Telephone: 1-806-477-1103 or 1-806-655-7151  
   Fax: 1-806-655-6448 |
| **1L - Lubbock Regional Office** | Health Services Region 1  
   6302 Iola Ave.  
   Lubbock, TX 79424–2721  
   Telephone: 1-806-744-3577 or 1-806-783-6452  
   Fax: 1-806-783-6455 |

<table>
<thead>
<tr>
<th>1.3.2.2</th>
<th>Region 2</th>
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| **2A - Abilene Office** | Health Services Region 2  
   4601 South First Street, Suite L  
   Abilene, TX 79605–1466  
   Telephone: 1-325-795-5869  
   Fax: 1-325-795-5894 |

<table>
<thead>
<tr>
<th>1.3.2.3</th>
<th>Region 3</th>
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| **3 - Regional Office (Arlington)** | Manager of Specialized Health & Social Work Services:  
   Lindsay Matousek, LMSW, CCM  
   Health Services Region 3  
   1301 South Bowen Road, Suite 200  
   Arlington, TX 76013–2262  
   Telephone: 1-817-264-4634 or 1-817-264-4619  
   Fax: 1-817-264-4911 |
| **Bonham Office** |  
   PO Box 605 (mailing address)  
   1205-A East Sam Rayburn (physical address)  
   Bonham, TX 75418  
   Telephone: 1-903-486-9258  
   Fax: 1-903-486-9286 |
| **Granbury Office** |  
   214 North Travis Street  
   Granbury, TX 79048  
   Telephone: 1-817-579-2117  
   Fax: 1-817-578-3310 |
### 1.3.2.4 Region 4

<table>
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<tr>
<th>Denton Office</th>
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<tbody>
<tr>
<td>3612 East McKinney</td>
<td>1545 West Mockingbird Lane, Suite 3001</td>
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<tr>
<td>Denton, TX 76209</td>
<td>Dallas, TX 75235</td>
</tr>
<tr>
<td>Fax: 1-940-591-6254</td>
<td>Fax: 1-214-819-6796</td>
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<tr>
<th>Rockwall Office</th>
<th>4/5N - Regional Office (Tyler)</th>
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<tbody>
<tr>
<td>1101 Ridge Road, Suite 106</td>
<td>Health Service Region 4/5N</td>
</tr>
<tr>
<td>Rockwall, TX 75087</td>
<td>1517 West Front Street</td>
</tr>
<tr>
<td>Telephone: 1-972-772-6180</td>
<td>Tyler, TX 75702–7822</td>
</tr>
<tr>
<td>Fax: 1-972-771-3080</td>
<td>Telephone: 1-903-533-5269</td>
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<tr>
<th>Athens Office</th>
<th>4/5N - Regional Office (Tyler)</th>
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<tbody>
<tr>
<td>708 East Corsicana</td>
<td>Health Service Region 4/5N</td>
</tr>
<tr>
<td>Athens, TX 75751</td>
<td>1517 West Front Street</td>
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<tr>
<td>Telephone: 1-903-675-9107</td>
<td>Tyler, TX 75702–7822</td>
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<tr>
<td>Fax: 1-903-675-3622</td>
<td>Telephone: 1-903-533-5269</td>
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<tr>
<td>1412 South Adams</td>
<td>Health Service Region 4/5N</td>
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<tr>
<td>Carthage, TX 75633</td>
<td>1517 West Front Street</td>
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<tr>
<td>Telephone: 1-903-693-9322</td>
<td>Tyler, TX 75702–7822</td>
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<tr>
<td>Toll Free: 1-800-306-0568</td>
<td>Telephone: 1-903-533-5269</td>
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<tr>
<td>Fax: 1-903-694-2316</td>
<td>Fax: 1-903-675-3622</td>
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<tr>
<td>324 Yapaco</td>
<td>Health Service Region 4/5N</td>
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<tr>
<td>Gilmer, TX 75644</td>
<td>1517 West Front Street</td>
</tr>
<tr>
<td>Telephone: 1-903-843-3030</td>
<td>Tyler, TX 75702–7822</td>
</tr>
<tr>
<td>Fax: 1-903-843-4264</td>
<td>Fax: 1-903-675-3622</td>
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**Manager of Specialized Health & Social Work Services:**
Peggy Wooten, LCSW, ACSW
<table>
<thead>
<tr>
<th>Location</th>
<th>Address Details</th>
<th>Telephone Numbers</th>
<th>Fax Numbers</th>
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<tbody>
<tr>
<td><strong>Henderson Office</strong></td>
<td>700 Zeid Blvd. Henderson, TX 75652</td>
<td>1-903-655-6256, 1-800-306-0568</td>
<td>1-903-655-0104</td>
</tr>
<tr>
<td><strong>Linden Office</strong></td>
<td>213 Hwy 8 N (physical address) 123 Kaufman (mailing address) PO Box 300 Linden, TX 75563</td>
<td>1-903-756-4807</td>
<td>1-903-756-5146</td>
</tr>
<tr>
<td><strong>Longview Office</strong></td>
<td>1750 North Eastman Road Longview, TX 75601–3347</td>
<td>1-903-232-3221 or 1-903-232-3289</td>
<td>1-866-327-1364</td>
</tr>
<tr>
<td><strong>Marshall Office</strong></td>
<td>4105 Victory Drive Marshall, TX 75670</td>
<td>1-903-927-0218</td>
<td>1-903-927-0290</td>
</tr>
<tr>
<td><strong>Mount Pleasant Office</strong></td>
<td>1014 North Jefferson Mount Pleasant, TX 75455</td>
<td>1-903-577-1929 or 1-903-575-1138</td>
<td>1-866-268-6465</td>
</tr>
<tr>
<td><strong>Palestine Office</strong></td>
<td>320 E. Spring Street, Suite D Palestine, TX 75801</td>
<td>1-903-661-6089</td>
<td>1-903-729-7034</td>
</tr>
<tr>
<td><strong>Paris Office</strong></td>
<td>1460 19th Street NW Paris, TX 75460</td>
<td>1-903-737-0236</td>
<td>1-903-737-0220</td>
</tr>
</tbody>
</table>
1.3.2.5 Region 5 North

**Quitman Office**
- PO Box 1704 (mailing address)
- 213 West Bermuda (physical location)
- Quitman, TX 75783
- Telephone: 1-903-763-1238
- Toll Free: 1-866-518-0601
- Fax: 1-903-763-5449

**Sulphur Springs Office**
- 1400 College, Suite 167
- Sulphur Springs, TX 75482
- Telephone: 1-903-439-9331
- Toll Free: 1-866-518-0601
- Fax: 1-903-439-9335

**Texarkana Office**
- 3115 South Lake Drive, Suite 120
- Texarkana, TX 75501
- Telephone: 1-903-791-3229
- Fax: 1-903-791-3230

**Center Office**
- 912 Nacogdoches
- Center, TX 75935
- Telephone: 1-936-598-1231
- Fax: 1-936-591-0162

**Crockett Office**
- 1034 South Fourth Street
- Crockett, TX 75835
- Telephone: 1-936-544-4734
- Fax: 1-936-544-0280

**Jasper Office**
- Jasper-Newton County Public Health District
- 130 West Lamar
- Jasper, TX 75951
- Telephone: 1-409-384-6829, Ext. 231
- Fax: 1-409-384-7861

**Kirbyville Office**
- 314 North Herndon (physical location)
- PO Box 900 (mailing address)
- Kirbyville, TX 75956
- Telephone: 1-409-423-7544
- Fax: 1-409-423-4027
### Livingston Office
410 East Church Street, Suite B  
Livingston, TX 77351  
Telephone: 1-936-328-8240, Ext. 232  
Toll Free: 1-888-851-4748  
Fax: 1-936-328-8249

### Lufkin Office
1210 South Chestnut  
Lufkin, TX 75901  
Toll Free: 1-877-340-8840  
Fax: 1-936-633-3667

### Nacogdoches Office
2614 N.W. Stallings Drive  
Nacogdoches, TX 75964-1255  
Telephone: 1-936-569-4982 or 1-936-569-4918  
Fax: 1-936-569-4989

### Woodville Office
930 N. Magnolia  
Woodville, TX 75979  
Toll Free: 1-888-851-4748  
Fax: 1-409-283-7679

### 1.3.2.6 Regions 5 South and 6

<table>
<thead>
<tr>
<th>6/5S - Regional Office (Houston)</th>
<th>Manager of Specialized Health &amp; Social Work Services:</th>
</tr>
</thead>
</table>
| 5425 Polk Avenue, Suite J  
Houston, TX 77023–1497  
Telephone: 1-713-767-3111  
Fax: 1-713-767-3125 | Raymond Turner, MA, LMSW-AP |

<table>
<thead>
<tr>
<th>Beaumont Office</th>
<th></th>
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| 3105 Executive Blvd.  
Beaumont, TX 77701  
Telephone: 1-409-730-1837  
Fax: 1-409-730-1845 |
<table>
<thead>
<tr>
<th>Region 7</th>
<th>7T - Temple Office</th>
<th>7A - Austin Office</th>
<th>Manager of Specialized Health &amp; Social Work Services:</th>
</tr>
</thead>
</table>
|          | 608 North Drive Loop 336 East  
Conroe, TX 77301  
Telephone: 1-936-760-4704, 1-936-760-4750, or 1-936-760-4705  
Fax: 1-936-760-4707 | 608 North Drive Loop 336 East  
Conroe, TX 77301  
Telephone: 1-936-760-4704, 1-936-760-4750, or 1-936-760-4705  
Fax: 1-936-760-4707 | Leesa Ferrero, LMSW |
|          | Health Service Region 7  
2408 South 37th Street  
Temple, TX 76504–7168  
Telephone: 1-254-771-6791 or 1-800-789-2865  
Fax: 1-254-773-2722 | Health Services Region 7  
1601 Rutherford Lane, Suite C-3  
Austin, TX 78754–5119  
Telephone: 1-254-771-6738 or 1-512-873-6315  
Toll Free: 1-800-789-2865  
Fax: 1-512-873-6345 | |
|          | Bastrop Office  
104 Loop 150 West, Suite 102  
Bastrop, TX 78602  
Telephone: 1-512-321-2465  
Fax: 1-512-321-4861 | Bastrop Office  
104 Loop 150 West, Suite 102  
Bastrop, TX 78602  
Telephone: 1-512-321-2465  
Fax: 1-512-321-4861 | |
|          | Bryan Office  
3000 Villa Maria  
Bryan, TX 77803  
Telephone: 1-979-776-7489  
Fax: 1-979-731-0191 | Bryan Office  
3000 Villa Maria  
Bryan, TX 77803  
Telephone: 1-979-776-7489  
Fax: 1-979-731-0191 | |
|          | Copperas Cove Office  
312 South Main  
Copperas Cove, TX 76522  
Telephone: 1-800-789-2865  
State Cell Phone: 1-254-598-9352  
Fax: 1-254-547-9463 | Copperas Cove Office  
312 South Main  
Copperas Cove, TX 76522  
Telephone: 1-800-789-2865  
State Cell Phone: 1-254-598-9352  
Fax: 1-254-547-9463 | |
<table>
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<tr>
<th>Region 8</th>
<th>Manager of Specialized Health &amp; Social Work Services:</th>
</tr>
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<tbody>
<tr>
<td><strong>Lockhart Office</strong></td>
<td>Katherine Velasquez, PhD, RN</td>
</tr>
<tr>
<td>1403F Blackjack Street (physical location)</td>
<td></td>
</tr>
<tr>
<td>PO Box 43 (mailing address)</td>
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</tr>
<tr>
<td>Lockhart, TX 78744</td>
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<tr>
<td>Telephone: 1-512-376-1078</td>
<td></td>
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<tr>
<td>Fax: 1-512-398-0022</td>
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<tr>
<td><strong>Navasota Office</strong></td>
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<tr>
<td>425 N. Lasalle (physical address)</td>
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<tr>
<td>PO Box 1287 (mailing address)</td>
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<tr>
<td>Navasota, TX 77868</td>
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<tr>
<td>Telephone: 1-936-825-7586</td>
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<tr>
<td>Fax: 1-936-825-0380</td>
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<tr>
<td><strong>San Saba Office</strong></td>
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<tr>
<td>423 E. Wallace</td>
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<tr>
<td>San Saba, TX 76877</td>
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</tr>
<tr>
<td>Telephone: 1-325-372-5188 or 1-325-372-5191</td>
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</tr>
<tr>
<td>Fax: 1-325-372-3297</td>
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<tr>
<td><strong>Waco Office</strong></td>
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</tr>
<tr>
<td>801 Austin Avenue, Suite 820F</td>
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<tr>
<td>Waco, TX 76701</td>
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</tr>
<tr>
<td>Fax: 1-254-753-0879</td>
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<tr>
<td><strong>San Antonio Office</strong></td>
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<tr>
<td>Health Service Region 8</td>
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<tr>
<td>7430 Louis Pasteur Drive</td>
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<tr>
<td>San Antonio, TX 78229–4507</td>
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</tr>
<tr>
<td>Telephone: 1-210-949-2142 or 1-210-949-2155</td>
<td></td>
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<tr>
<td>Fax: 1-210-949-2047</td>
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<tr>
<td><strong>Uvalde Office</strong></td>
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<tr>
<td>112 Joe Carper Drive</td>
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<tr>
<td>Uvalde, TX 78801</td>
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</tr>
<tr>
<td>Phone: 1-830-591-4388 or 1-830-591-4384</td>
<td></td>
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<tr>
<td>Fax: 1-830-278-1831</td>
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### 1.3.2.9 Regions 9 and 10

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<tr>
<td>Eagle Pass Office</td>
<td>1593 Veterans Boulevard, Eagle Pass, TX 78852</td>
<td>1-830-758-4254 or 1-830-758-4252</td>
<td>1-830-773-4688</td>
</tr>
<tr>
<td>Victoria Office</td>
<td>2306 Leary Lane, Victoria, TX 77901</td>
<td>1-361-574-7421</td>
<td>1-361-574-7396</td>
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</table>

#### 9/10 - El Paso Office
Health Services Region 9/10
401 East Franklin, Suite 210
El Paso, TX 79901-1206
Telephone: 1-915-834-7675
Fax: 1-915-834-7808

Manager of Specialized Health & Social Work Services:
Patrice Loge, LMSW

#### Midland Office
2301 N Big Spring Street, Suite 300
Midland, TX 79705
Telephone: 1-432-683-9492
Fax: 1-432-684-3932

#### San Angelo Office
622 South Oakes, Suite H
San Angelo, TX 76903
Telephone: 1-325-659-7853
Fax: 1-915-655-6798

### 1.3.2.10 Region 11

<table>
<thead>
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<th>Office</th>
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<tbody>
<tr>
<td>11H - Harlingen Office</td>
<td>Health Service Region 11</td>
<td>1-956-423-0130</td>
<td>1-956-444-3293</td>
</tr>
<tr>
<td>Alice Office</td>
<td>408 N. Flournoy, Suite C</td>
<td>1-361-660-2263</td>
<td>1-361-668-4000</td>
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Manager of Specialized Health & Social Work Services:
Angelica Martinez, LBSW
<table>
<thead>
<tr>
<th>Office Type</th>
<th>Health Services Region</th>
<th>Address</th>
<th>Telephone</th>
<th>Fax</th>
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<tbody>
<tr>
<td>11C - Corpus Christi Office</td>
<td>11</td>
<td>5155 Flynn Pkwy. Corpus Christi, TX 78401</td>
<td>1-361-878-3450</td>
<td>1-361-883-4414</td>
</tr>
<tr>
<td>11L - Laredo Office</td>
<td>11</td>
<td>1500 Arkansas Avenue, Suite 3 Laredo, TX 78043–3049</td>
<td>1-956-794-6385</td>
<td>1-956-729-8600</td>
</tr>
<tr>
<td>11M - McAllen Office</td>
<td>11</td>
<td>4501 West Business Hwy 83 McAllen, TX 78501–9907</td>
<td>1-956-971-1373</td>
<td>1-956-971-1275</td>
</tr>
<tr>
<td>Mercedes Office</td>
<td>11</td>
<td>202 West 2nd Street Mercedes, TX 78570</td>
<td>1-956-825-5310</td>
<td>1-956-825-5320</td>
</tr>
<tr>
<td>Brownsville Office</td>
<td></td>
<td>1000 W. Price Road Brownsville, TX 78520</td>
<td>1-956-554-5500</td>
<td>1-956-554-5581</td>
</tr>
<tr>
<td>Rio Grande City Office</td>
<td></td>
<td>608 N. Garza Rio Grande City, TX 78582</td>
<td>1-956-487-5556</td>
<td>1-956-487-8865</td>
</tr>
</tbody>
</table>
1.4 DSHS Health Service Regions Map

Local and Regional Public Health Coverage

- El Paso
- Lubbock
- Tyler
- Houston
- San Antonio
- Harlingen
- Arlington
- Temple
- Tyler

1. Local Health Department(s) Provides Services
2. Regional Headquarters Provides Services
3. Health Service Region
4. Regional Headquarters

Source: Regional & Local Health Services, September 2006