Welcome.

This guide tells you how to use your Medicaid benefits.

Important:

- Pick one doctor or clinic for your health care.
- Get prescriptions only from your main doctor or specialists that your doctor refers you to.
- Try to use one drug store at one location to get all of your medicine.
- Do not get the same type of medicine from different doctors.
- Use the emergency room or an urgent care clinic only when you need treatment right away.
- Tell us if you need an interpreter to talk to us in your language or sign language.
- Take the Your Texas Benefits Medicaid card to doctor visits and to the drug store.
- Do not let anyone else use your Medicaid card.
- If you have a doctor visit and you can’t make it, call the doctor’s office to cancel. Then set up a new doctor visit.

- Tell us about changes to your case within 10 days of the change. You can report changes by logging in to YourTexasBenefits.com. You also can call 2-1-1 or 1-877-541-7905 (after you pick a language, press 2). Tell us about changes in things such as:
  - Your address or phone number.
  - The bills you pay (expenses).
  - People living in the home.
  - Amount of money you get (income).
  - Things you own (resources or assets).
  - Insurance (including health insurance premiums).
  - Land and buildings you own (property).

If you need help with this guide, call the free Medicaid Help Line at 1-800-335-8957.
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This guide is from the Texas Health and Human Services Commission, which runs Texas Medicaid. If you have a vision disability and need an accessible version of this book, go to [www.hhsc.state.tx.us](http://www.hhsc.state.tx.us) and click the Quick Answers link on the right side of the page. Then, scroll down and look for Traditional Medicaid and the Member Handbook link.
Get Help on the Phone

**Medicaid Help Line**
1-800-335-8957
7 a.m. to 7 p.m., Central Time
Monday to Friday
Call this number to:
- Find a Medicaid doctor.
- Learn more about Medicaid services.

**Texas Health Steps**
1-877-847-8377
8 a.m. to 6 p.m., Central Time
Monday to Friday
Call this number to get help finding a Texas Health Steps doctor, dentist, other provider, or someone to help you find and get other services (case manager). Texas Health Steps is for babies, children, teens, and young adults age 20 and younger who have Medicaid.

**Rides to the Doctor, Dentist, Therapist, or Drug Store**
Call the number below for your area if you need a ride to get to your Medicaid provider:
- Houston / Beaumont area: 1-855-687-4786
- Dallas / Fort Worth area: 1-855-687-3255
- All other areas: 1-877-633-8747 (1-877-MED-TRIP)

Finding Help in Texas
2-1-1
Dialing 2-1-1 is a free, easy way to find out about services you can get in your area or through state programs. Call 2-1-1 to:
- Report changes to your case. (You should do this within 10 days of the change.)
- Check your Medicaid benefits.
- Check that we got items you sent us.
- Find services in your area such as child care, food pantries, help paying utilities, low-cost legal help, and more.
- Report fraud, waste, or abuse in any of the state’s human services programs.
You also can go to the [2-1-1 Texas website](http://www.211Texas.org), to find services in your area.

Complaints about Medicaid Services
2-1-1 or 1-877-541-7905
8 a.m. to 5 p.m., Central Time
Monday to Friday
If you have a complaint, call 2-1-1 or 1-877-541-7905 (after you pick a language, press 2). If you still need help, call 1-877-787-8999.

All of the numbers in this book are free to call unless otherwise noted.
Get Help on the Web and on Your Smart Phone

YourTexasBenefits.com
On this site you can:
- View your Medicaid services.
- Print or order a new Medicaid card.
- Check your benefits case.
- Report changes.
- Renew benefits.
- Apply for other programs.
- Upload files (letters or forms) we need from you.
- Sign up for texts or emails to get alerts about your case.
- View your health information, such as:
  - Texas Health Steps alerts.
  - Past Medicaid visits.
  - Health events.
  - Lab results.
  - Vaccines.
  - Prescription drugs.

Your Texas Benefits app for smart phones
With this app you can:
- Report certain types of changes to your case.
- Take photos of files and forms and upload them.
- View files and forms you send to us and we send to you.
- Get alerts about your case.

MyChildrensMedicaid.org
On this site you can:
- Learn more about your child’s Medicaid benefits.
- Learn more about Texas Health Steps.

www.hhsc.state.tx.us
On this site you can:
- Learn about other benefit programs.
- Report Medicaid abuse or fraud.
SERVICES FOR EVERYONE
What Medicaid Covers

Medicaid pays for many health-care services. Here are some examples:

- Doctor and clinic visits.
- Hospital visits.
- Emergency care.
- Medicine.
- Glasses.
- Labs and X-rays.
- Family planning.
- Pregnancy and childbirth care.
- Mental health treatment.
- Treatment for drug or alcohol abuse issues.
- Care in a nursing home or other place of care.
- Care in your home.
- Rides to your doctor, dentist, or drug store.
- Speech therapy—help learning to speak again or speak better.
- Physical therapy—help learning how to move around better or become stronger.
- Occupational therapy—help learning how to do everyday activities like getting around your home, getting in a car, and getting dressed.

To find out about other services, call the Medicaid Help Line at 1-800-335-8957 or the Texas Medicaid Call Transfer Line at 1-800-252-8263 from 7 a.m. to 7 p.m., Central Time, Monday to Friday.
Using the Your Texas Benefits Medicaid Card

What is the Your Texas Benefits Medicaid card?
It’s your Medicaid ID card. It’s plastic and it has your Medicaid ID number and other facts you need to get Medicaid services.

How often will I get a new card?
You will get a new Medicaid card:
- When you are first approved for Medicaid.
- If your card is lost, stolen, or damaged and you ask for a new one.

You can keep using your Medicaid card even if you change your medical or dental plan. We will not send you another Medicaid card unless your card is damaged, lost, or stolen.

When do I use the Medicaid card?
Carry the card with you—just like your driver’s license or a credit card. Take it with you every time you:
- Visit your Medicaid doctor, dentist, or therapist.
- Get medicine at the drug store.
- Go to the hospital.

Your Medicaid ID number will be checked to make sure you’re covered by Medicaid.

What if I lose my card?
If you lose your card, or have problems using it, call 1-855-827-3748 If you don’t have your card, you can still go to your doctor, dentist, therapist, or drug store. They will need to make a call or go online to make sure you’re covered by Medicaid. You also can go to YourTexasBenefits.com to order a new card or print a temporary one.

Finding a Medicaid Doctor

What if I don’t have a doctor or my doctor doesn’t take Medicaid?
- Call the Medicaid Help Line at 1-800-335-8957 or call your medical or dental plan.
- Find a doctor who takes Medicaid by going to www.hhsc.state.tx.us > Questions about your benefits > Find a Doctor

How will I know when to use the emergency room or an urgent care clinic?
The first time you visit your Medicaid doctor, ask what health problems you should call him or her about. Also, ask if your doctor’s office is open in the evenings or on the weekends. This will help you avoid going to the emergency room when it’s better to go to the doctor’s office. Most health problems do not need a trip to the emergency room.

Go to an urgent care clinic if:
- You need treatment right away.
- You can’t visit with your doctor.
- It’s not an emergency.

Urgent care clinics usually have night and weekend hours. You don’t need to call the clinic before going. You must go to a clinic that takes Medicaid. To find one near you, call 1-800-335-8957 Call 7 a.m. to 7 p.m., Central Time, Monday to Friday.
Getting Medical Supplies and Equipment

You can get the following supplies at drug stores that take Medicaid:
- Diabetic supplies such as test strips, syringes, needles, monitors, and lancets.
- Spacer for inhalers to treat asthma or other respiratory diseases.
- Oral electrolyte solutions such as Pedialyte and Oralyte.
- Hypertonic saline solution for inhalation to treat cystic fibrosis.
- Vitamin and mineral products if you are age 20 and younger.

Call the Medicaid Help Line at 1-800-335-8957 to find a drug store that can help you get other supplies or equipment. Other supplies and equipment can include:
- Wheelchairs.
- Bathroom equipment.
- Crutches.

Medical supplies and equipment do not count toward the limit of 3 medicines.
Getting a Ride to the Doctor, Dentist, or Drug Store

What if I need a ride?
Children with Medicaid and their parent or guardian can get free rides to and from Medicaid-covered visits. Adults with Medicaid can get free rides, too. You can get rides to:

- Pick up medicines covered by Medicaid at a drug store.
- Go to a Medicaid doctor, dentist, or therapist.
- Go to get lab tests.

What kind of ride can I get?
You can get rides by bus, van, car, or taxi. If you need to go a long distance, travel by plane might be approved.

If you have a car, you might be able to get paid back by the mile for your trip.

Someone you know (family, neighbor, or friend) can give you a ride and get paid back by the mile. The driver must apply with the Medicaid Transportation Program before they can start getting paid to give rides.

To learn more:

- Go to www.hhsc.state.tx.us > Questions about Your Benefits > How to Get a Ride to the Doctor, Dentist, or Drug Store.

Who do I call for a ride?
The number you call to set up a ride depends on where you live.

Dallas / Fort Worth area:
Call 1-855-687-3255 if you live in one of these counties: Dallas, Denton, Ellis, Erath, Hood, Hunt, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, or Tarrant.

Houston / Beaumont area:
Call 1-855-687-4786 if you live in one of these counties: Austin, Brazoria, Chambers, Fort Bend, Galveston, Hardin, Harris, Jasper, Jefferson, Liberty, Matagorda, Montgomery, Newton, Orange, Polk, San Jacinto, Tyler, Walker, Waller, or Wharton.

All other areas: Call 1-877-633-8747 (1-877-MED-TRIP)

How do I set up a ride?
You must call at least 2 weekdays (Monday to Friday) before you need a ride. If it will be a long ride, or the doctor is in another county, call at least 5 weekdays ahead.

When you call, you will need to give (1) your Medicaid number, (2) the address where you will be picked up, (3) the name, address, and phone number of the doctor or drug store you’re going to, and (4) the day and time of your health-care visit. If you need to go to a drug store, give the day and time that your medicine will be ready.

If you will need a ride to the doctor, dentist, or drug store, call at least two workdays (Monday to Friday) before you need a ride.
Help for Mental Health or Drug or Alcohol Abuse Issues

What kind of help can I get?
- A visit to find out what type of help you need.
- Tests.
- Counseling.
- Medicine.
- Hospital care.
- Drug and alcohol treatment.
- Other behavioral health services.

How do I get help for mental health or drug or alcohol issues?
Ask your doctor to help you find a provider who fits your needs. A provider can be a doctor, therapist, hospital, community mental health center, or drug abuse treatment facility.

Reporting Accidents

What if I have an accident?
If Medicaid paid for medical care that you got for an accident or injury, you must call 1-800-846-7307 (option 3). Call 8 a.m. to 5 p.m., Central Time, Monday to Friday. When you call, give:
- Your name.
- Your Medicaid ID number. This is on your Medicaid card.
- Date of the accident or injury.
Also, give the name, address, and phone number of your lawyer or insurance company if:
- You have a lawyer working for you.
- There is an insurance company involved.
- You filed a claim for this accident or injury.

If you live in Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, or Rockwall County and need help with mental health issues, call:
- NorthSTAR at 1-888-800-6799
- The North Texas Behavioral Health Authority at 1-877-653-6363

If you've had an accident or suffered an injury, and Medicaid paid for your medical care, be sure to call us right away.

You also must tell us about any lawsuits you or your family file for being injured. Include the name and address of your lawyer or the insurance company working on your lawsuit.

It is important to follow all of these rules to keep your Medicaid benefits.

You also can mail your information to:

TMHP/TORT
PO Box 202948
Austin, TX 78720-2948
Other Health Insurance

If I have other insurance, can I still get Medicaid services?
You can still see a Medicaid doctor if you have other insurance and Medicaid. If a doctor takes you as a Medicaid patient, the doctor must file claims with your other insurance before filing with Medicaid.

You must tell us about any other health insurance you have. This includes insurance for medicine.

You also must tell us if:
- You lose your other insurance.
- You get new insurance.
- You have questions about other insurance.
To tell us about your other insurance, call 1-800-846-7307. You can call 7 a.m. and 7 p.m., Central Time, Monday to Friday.

Will Medicaid help me pay for other insurance?
The Medicaid Health Insurance Premium Payment (HIPP) program might pay (reimburse) you for your employer-sponsored insurance premium if it’s cost effective and:
- Someone in your family gets Medicaid. It could be you, your spouse, or your child.
  - and
- Someone in your family can get health insurance at work.

HIPP may pay for your copays and deductibles.

How does HIPP work?
When you are enrolled in HIPP, you don’t lose your Medicaid benefits. HIPP pays (reimburses) you for your employer-sponsored insurance premium. Medicaid pays the copays and deductibles if you get HIPP and see a Medicaid doctor for Medicaid-covered services. Family members covered by your employer-sponsored insurance but not enrolled in Medicaid must pay their copays and deductibles.

To learn more:
- Call the HIPP helpline 1-800-440-0493, 7 a.m. to 7 p.m., Central Time, Monday to Friday.
- Go to www.GetHIPPTexas.org
How do I renew Medicaid benefits?
Most people must update their case every 12 months to keep getting Medicaid. You will get a renewal letter from us that tells you if we were able to renew your health-care benefits with the facts on file for you. If we need more items from you, the letter will let you know. You can renew your benefits by:

1. Going to [YourTexasBenefits.com](http://YourTexasBenefits.com)
2. Calling 2-1-1
3. Visiting a benefits office. If you have questions, call 2-1-1 or 1-877-541-7905 (after you pick a language, press 2).

Medicaid Buy-In Programs

What are the Medicaid Buy-In programs?
Medicaid Buy-In programs offer health-care services to people who make too much money to get other types of Medicaid. Buy-in programs allow some people to get Medicaid by paying a monthly fee. Services can include community-based services and supports.

To be in the Medicaid Buy-In program, a person must:
- Have a physical, intellectual, developmental, or mental disability.
- Work.
- Live in Texas.
- Not live in a state institution or nursing facility all the time.

Medicaid Buy-In programs offer health-care services to people who might not qualify for Medicaid.

To be in the Medicaid Buy-In for Children program, a child must:
- Be age 18 or younger.
- Not be married.
- Meet the same rules for a disability that are used to get Supplemental Security Income (SSI). The child doesn’t have to get SSI.

To learn more:
- Go to [www.hhsc.state.tx.us](http://www.hhsc.state.tx.us) > How to Get Help > Health Care

Most people must renew their Medicaid benefits every 12 months.
SERVICES FOR CHILDREN
Medical and Dental Care with Texas Health Steps

Texas Health Steps is for people age 20 and younger who have Medicaid.

Texas Health Steps services include:

- Free medical checkups starting at birth.
- Free dental checkups starting at 6 months of age.
- A case manager to help you find and get other services.

Texas Health Steps will help you:

- Find a doctor, dentist, or case manager.
- Set up doctor and dentist checkups.
- Learn about services for your child.
- Get a free ride to checkups or the drug store.

*Children need checkups even when they are healthy.*

Medical and dental checkups will:

- Help find problems before they get worse and are harder to treat.
- Prevent health problems that make it hard for your child to learn and grow.
- Help your child have a healthy smile.

*When is the right time for a Texas Health Steps checkup?*

Texas Health Steps will send you a letter when your child is due for a medical or dental checkup. Even if your child is not due for a checkup, Medicaid will pay for health services if your child is sick or in pain. Medicaid also will pay to treat other health issues found during a Texas Health Steps checkup.

To learn more:

- Call 1-877-847-8377 or 2-1-1.
- Go to MyChildrensMedicaid.org
Help for Children who are Blind or Visually Impaired

If you have a child who is blind or visually impaired, the Blind Children’s Vocational Discovery and Development Program may be able to help. A specialist can work with you to create a family service plan. This program can:

- Help you manage your case and meet your child’s needs and full potential.
- Help your child to be active in the community.
- Help your child in finding and developing a career.
- Give training in areas such as cooking, money management, recreational activities, and personal care.

To learn more:

- Call 1-800-628-5115
- Go to www.dars.state.tx.us > Help for Texans > Blind and Visually Impaired

Extra Help for Children with Special Health Needs

Ask to get a case manager to help you if:

- Your child has a health issue, disease, or disability (such as asthma, diabetes, or mental health issues).
- Your child is at risk for certain health issues (due to things such as your family’s health history or growing or eating issues).

A case manager can:

- Help you work with doctors to get medical services.
- Help you with family, school, housing, and other concerns you have.
- Help you get medical equipment and supplies.
- Help you work with other agencies.

To learn more:

- Call 1-877-847-8377
- Go to www.dshs.state.tx.us/caseman

Help for Children with Disabilities or Delays in Growing or Learning

Children age 3 and younger who have disabilities or delays in growing or learning can get special help. We can check to see if your child’s growth and learning are on target. If any issues are found, we will check to see what services your child can get.

To learn more:

- Call 1-800-628-5115
- Go to www.dars.state.tx.us > Help for Texans > Blind and Visually Impaired

How is Your Baby?

Children grow and learn more in their first 3 years than any other time in their lives. Is your baby having a hard time learning to sit up, walk, or talk? If yes, talk to your child’s doctor or:

- Call 1-800-628-5115
- Go to www.dars.state.tx.us > Help for Texans > Early Childhood Intervention
Medicaid for Breast and Cervical Cancer

Medicaid covers medical care for women age 18 to 64 who have:
- Breast cancer.
- Cervical cancer.
- Some breast or cervical pre-cancer conditions.

Women in this program get full Medicaid services while getting treatment.

To learn more:
- Call 2-1-1 or 1-877-541-7905 (after you pick a language, press 2).
- Go to www.hhsc.state.tx.us > How to Get Help > Health Care

Extra Help for Pregnant Women

Medicaid can help women with high-risk pregnancies get services for medical and other needs. The people who give this help are called case managers.

Ask for a case manager for help if you are pregnant and have health issues such as:
- A history of pregnancies with problems.
- Diabetes.
- High blood pressure.
- Heart disease before pregnancy
- Drug abuse or mental health issues.

To learn more:
- Call 1-877-847-8377.
- Go to www.dshs.state.tx.us/caseman

Help to Stop Smoking for Pregnant Women

Pregnant women can get help to stop smoking. Women can get up to 8 counseling sessions. The sessions can take place during the pregnancy and 6 weeks after the birth of the baby. To learn more, ask your doctor.
Long-Term Services and Supports

If you are age 65 or older, or if you have a disability, you might be able to get help with personal care, cleaning the house, and health care.

You must apply for and be approved to get services. Depending on your needs, you can get services at home or in an adult day care center, or assisted living facility.

A case manager with the Department of Aging and Disability Services (DADS) can help you get the services you need. Examples of long-term services include:

- Help dressing, bathing, and using the bathroom.
- Help fixing meals, grocery shopping, and eating.
- Help with cleaning house and doing laundry.
- Hospice services (end of life care).
- Day care outside the home, such as in a day activity and health services center.
- Residence in an adult foster care facility.

To learn more:

- Call 1-855-937-2372
- Go to YourTexasBenefits.com > Find support services
- Go to www.dads.state.tx.us > Help for Texans
Medicaid Program Rules
If you get Medicaid, you must follow these rules:

- Pick one doctor or clinic to visit when you need care.
- Be sure your main doctor and any specialists you see are the only doctors that give you prescriptions.
- Pick one drug store and try to use it all the time.
- Do not get the same type of medicine from different doctors.
- Do not use the emergency room if you don’t have an emergency.

If you don’t follow these rules, you might be put in the Medicaid Lock-in Program. This program might limit which doctor and drug store you can use. You also might be put in this program if you commit Medicaid fraud or abuse services.

We will let you know if you are going to be put in the Lock-in Program. People in this program still get Medicaid benefits. To learn more, call 1-800-436-6184 (pick option 8).

Report Medicaid Waste, Abuse, or Fraud
Let us know if you think a doctor, pharmacist, other health-care provider, or a person getting Medicaid is doing something wrong. Doing something wrong could be waste, abuse, or fraud, which is against the law. For example, tell us if you think someone is:

- Getting paid for Medicaid services that weren’t given or necessary.
- Getting Medicaid services that are not approved.
- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use your Medicaid card.
- Using someone else’s Medicaid card.
- Not telling the truth about the amount of money or assets he or she has.

To report waste, abuse, or fraud, you can do one of the following:

- Go to oig.hhsc.state.tx.us Click on “Report fraud, waste, or abuse.” Fill out the online form.
- Call 1-800-436-6184
- Call 2-1-1 instead, then press 3.
- Mail a letter to report a doctor, pharmacist, or other provider to:
  Office of Inspector General
  Intake Resolution Directorate / Mail Code 1361
  PO Box 85200
  Austin, TX 78708-5200

- Mail a letter to report a person who gets Medicaid to:
  Office of Inspector General
  General Investigations / Mail Code 1362
  PO Box 85200
  Austin, TX 78708-5200
Your Rights

Your Rights While Getting Medicaid
You have the right to:

- Be treated fairly and with respect by doctors and medical staff.
- Be treated fairly, regardless of race, color, national origin, sex, age, disability, or religion.
- Pick your doctor as long as he or she is accepting people with Medicaid.
- Have a reasonable amount of time to pick your doctor.
- Change to another doctor in a fair and easy manner.
- Get another doctor’s opinion about your treatment.
- Get help, at no charge to you, in talking with your doctor if you speak a different language or use sign language. For example, a doctor’s office would need to pay for an interpreter if you needed one.
- Get emergency care from the emergency room closest to you.
- Get a letter that tells you why you can’t get a Medicaid service you asked for.
- Use the Medicaid complaint and appeal process.
- Get a fast response to your complaint.
- Get a Medicaid Fair Hearing if you couldn’t get a Medicaid service.

Your Right to Privacy
Every time you get a health-care service, your doctor writes down what happened and puts it in your file. This file is kept private. Your doctor can give out your file only if you agree.

Your Right to Your Health Files
Medicaid doctors and other approved providers can use a secure online network to share your Medicaid health records. When doctors can see your Medicaid health records online they can help you faster. Sharing your records online is more secure than mailing or faxing your records.

You have the right to let us know if you don’t want us to share your Medicaid health records. If you don’t want your Medicaid doctors to see your health records on our secure online network, call 1-877-518-0899. You also can go to www.tmhp.com for more information. Click on “Clients / English.” Then look for the picture with the following words and click on it: “A safer and faster way to share your Medicaid health information.”

Your Right to Get a Copy of Your Case Files and Health Records
You have the right to get copies of your case files and health records. You might have to pay for the copies. You also can ask for changes to your files or records if you know something is wrong.

You can ask for copies of your health records. If you change your doctor, you can ask that your records be sent to your new doctor. If your doctor, or other Medicaid provider, doesn’t give you or your new doctor a copy of your health records within 3 work days, you can call 2-1-1 or 1-800-335-8957.

Your Right to be Treated Fairly
Contact the HHSC Civil Rights Office right away if anything like the following happened to you when using Medicaid:

- Someone treated you unfairly because of race, color, national origin, sex, age, disability, or religion.
- You could not get services because of race, color, national origin, sex, age, disability, or religion.
- You could not get services because your language needs were not met.
- You could not use the Your Texas Benefits website because of your disability.
- You were the victim of unwanted sexual advances.
- Someone threatened you with words or actions.
You can contact the HHSC Civil Rights Office by:

- **Mail or in Person:**
  
  Civil Rights Office
  Health and Human Services Commission
  701 West 51st St., MC W206
  Austin, TX 78751

- **Phone:** **1-888-388-6332**

To see a list of area offices, go to [www.hhsc.state.tx.us > About HHSC > Civil Rights > Contact Us](http://www.hhsc.state.tx.us).

- **Fax:** **1-512-438-5885** or **1-512-438-4755** (not toll-free outside the Austin area)

- **E-mail:** **HHSCivilRightsOffice@hhsc.state.tx.us**

To learn more, go to [www.hhsc.state.tx.us > About HHSC > Civil Rights](http://www.hhsc.state.tx.us).

**Your Right to a Fair Hearing**

A fair hearing is a chance for you to tell us the reasons you think you should have a Medicaid service you asked for but did not get. You can ask for a hearing within 90 days of the date of the letter that said you could not get the service.

You can ask for a fair hearing by calling **1-800-414-3406** if you would like to ask for a hearing in writing, send it to the following address:

Texas Medicaid & Healthcare Partnership (TMHP)
Attention: Fair Hearings
PO Box 204270
Austin, TX 78720-4270

After we get your phone call or letter, a hearing officer will send you a letter. The letter will tell you the date and time of the hearing. It also will tell you what you need to know to get ready for the hearing. The hearing can take place by phone or in person.

**During the Hearing**

You can tell us why you asked for the service that you didn’t get. You can speak for yourself or you can ask someone else to speak for you. This could be a friend, family member, or lawyer. Let your hearing officer know if you need an interpreter. The hearing officer will listen to what you have to say. The hearing officer also will listen to the reasons why you were told you couldn’t get the service. You can ask questions about these reasons. The hearing officer might ask you some questions. A final decision will be made within 90 days from the date you asked for the hearing.

**Your Right to File a Complaint**

If you have a complaint about Medicaid services, call **2-1-1** or **1-877-541-7905** (after you pick a language, press 2). If you don’t get the help you need there, contact the HHSC Office of the Ombudsman by:

- **Mail:**
  
  HHS Office of the Ombudsman
  PO Box 13247, Mail Code H-700
  Austin, TX 78711

- **Phone:** **1-877-787-8999**
  TDD: **1-888-425-6889** (For people who are deaf or hearing impaired)

- **Fax:** **1-888-780-8099**