Remember

• Pick one main 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.
• Don’t get the same type of medicine from different doctors.
• Only go to the emergency room for medical emergencies.
• Call your doctor or use an urgent care clinic when you need treatment right away.
• Tell us if you need an interpreter to talk to us.
• Take the Your Texas Benefits Medicaid card to doctor visits and to the drug store.
• Don't let anyone else use your Medicaid card.
• If you have a doctor visit set up but you can’t make it, call the doctor’s office to cancel. Then set up a new visit.
• Tell us about changes to your case within 10 days of the change. You can report changes by logging into 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.
  - What you pay for things like child care, child support, or alimony.
  - 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).
Welcome.
This guide tells you how to use your Medicaid benefits.
Where to Get Help

Get Help on the Phone

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

Texas Health Steps
1-877-847-8377
Monday to Friday, 8 a.m. to 8 p.m.
Call this number to get help finding a Texas Health Steps doctor, dentist, or other provider. Texas Health Steps is Medicaid’s wellness program for babies, children, teens, and young adults age 20 and younger.

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)

Relay Texas - For People with a Hearing or Speech Disability
Call any HHSC office or program by using the relay service of your choice. The state of Texas offers Relay Texas at 7-1-1 or 1-800-735-2989.

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 benefits case. (You should do this within 10 days of the change.)
• Check your Medicaid benefits.
• Check that we got items you sent us.

When you dial 2-1-1, pick the language you need and then press 2. If you can’t connect to 2-1-1, call 1-877-541-7905. You also can go to the 2-1-1 Texas website at 211Texas.org to find services in your area.

Complaints about Medicaid Services
2-1-1 or 1-877-541-7905
Monday to Friday, 8 a.m. to 6 p.m.
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.

Get Help on the Web

www.YourTexasBenefits.com
• View your Medicaid services.
• Print or order a new Medicaid card.
• Check your benefits case.
• Report changes.
• Renew benefits.

MyChildrensMedicaid.org
• Learn more about your child’s Medicaid benefits.
• Learn more about Texas Health Steps

www.hhsc.state.tx.us
• Learn about other benefit programs.
• Report Medicaid abuse or fraud.
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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.
Eyeglasses.
Family planning.
Pregnancy and childbirth care.
Mental health care.
Care in a nursing home or other place of care.
Care in your home.
Speech therapy. This helps you learn how to speak again or speak better.
Physical therapy. This helps you learn how to move around better or become stronger.
Occupational therapy. This helps you learn 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 Medicaid Call Transfer Line at 1-800-252-8263 from 7 a.m. to 7 p.m., 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.

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.

They will use the facts on your card 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 see if you get Medicaid. You also can log in at YourTexasBenefits.com to order a new card.
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.

❯ Go to www.hhsc.state.tx.us. Click on “Questions about your benefits.” Under “Find a Doctor” click on “Start your search.”

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 don’t need a trip to the emergency room.

You can go to an urgent care clinic if: (1) you need treatment right away, (2) you can’t visit with your doctor, and (3) 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, 7 a.m. to 7 p.m., Monday to Friday.

Getting Medicine and Supplies

How do I get my medicine?

Medicaid pays for most medicine that your doctor says you need. Your doctor will write a prescription so you can take it to the drug store.

❯ Children age 20 and younger don’t have a limit on medicines.

❯ Most adults (age 21 and older) have a limit of 3 medicines each month. The following items do not count toward the limit of 3 medicines:
  ▪ Medicine that helps you quit smoking
  ▪ Some home health supplies
  ▪ Vitamins or minerals

How do I find a drug store that takes Medicaid?

❯ Go to www.hhsc.state.tx.us. Click on “Questions about your benefits?” Then look for “Find a Drug Store.”

❯ Call 2-1-1 or the Medicaid Help Line at 1-800-335-8957.
What if my medicine needs “pre-approval”?

Some medicine needs to be pre-approved before you can pick it up from the drug store. The drug store will need to get this pre-approval from your doctor. If they can’t reach your doctor right away, they should give you a 3-day supply until your doctor approves the medicine.

Does your child or youth need vitamins or minerals?

Medicaid will pay for some vitamins and minerals if you have a written doctor’s order (a prescription). You can get them at any drug store that takes Medicaid.

What if I need help getting medical supplies or equipment?

You can get the following supplies at drug stores that take Medicaid:

- Certain diabetic supplies, such as test strips, syringes, needles, monitors, and lancets.
- Spacer for inhalers to treat asthma.
- Electrolyte solution you can drink.
- Hypertonic saline solution.

Medical supplies and equipment don’t count toward the limit of 3 medicines. Call the Medicaid Help Line or 2-1-1 to find a drug store that can help you get other supplies or equipment. Other supplies and equipment can include:

- Wheelchairs.
- Bathroom equipment.
- Crutches.

Getting a Ride to the Doctor, Dentist, or Drug Store

What if I need a ride?

Children with Medicaid and their parent 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.
Who do I call for a ride?

- If you live in the Houston / Beaumont area, call 1-855-687-4786.
- If you live in the Dallas / Fort Worth area, 1-855-687-3255.
- Everyone else can call 1-877-633-8747 (1-877-MED-TRIP).

How do I set up a ride?

It’s best to 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 the day and time of your doctor visit. If you need to go to a drug store, give the day and time that your medicine will be ready. Have your Medicaid ID or Social Security number ready when you call.

What kind of ride can I get?

- You can get rides by bus, van, car, or plane.
- If you have a car, Medicaid might be able to pay you 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.

To learn more, go to MyChildrensMedicaid.org and click “Need a Ride?”

Help for Mental Health Issues or Drug or Alcohol Problems

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.

How do I get help for mental health issues or drug or alcohol problems?

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 and alcohol abuse treatment facility.

If you live in the Dallas area

If you live in any of the following counties — Collin, Dallas, Ellis, Hunt, Kaufman, Navarro, or Rockwall — 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
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 and give:

- Your name.
- Your Medicaid ID number. This is on the Your Texas Benefits 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.

You also must tell Medicaid staff about any lawsuits you or your family members 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

How will I know when to renew my Medicaid benefits?
We will mail you a letter several months before it’s time to renew. We also can send you an email. To sign up for email alerts, go to YourTexasBenefits.com. After you log in, click on “View my case” and then “Manage messages.”
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 Medicaid staff about any other health insurance you have. This includes insurance for medicine. Call 1-800-846-7307 if:

- You lose your other insurance.
- You get new insurance.
- You have questions about other insurance.

Will Medicaid help me pay for other insurance?

The Medicaid Health Insurance Premium Payment (HIPP) program can pay for group health insurance from an employer if:

- 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.

How Does HIPP Work?

The HIPP program pays the monthly fees (premiums) for everyone who is covered by HIPP. Medicaid pays the co-pays and deductibles when people with HIPP and Medicaid see a Medicaid doctor.

Family members who aren’t covered by Medicaid must pay their co-pays and deductibles.

To learn more:

- Call 1-800-440-0493.
- Go to www.GetHIPPTexas.org.

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. These programs allow some people to get Medicaid by paying a monthly fee. There are two Medicaid Buy-In programs.

Medicaid Buy-In program for people with disabilities who work

To be in this program, a person must:

- Have a physical, intellectual, developmental, or mental disability.
- Work for pay.
- Live in Texas.
- Not live in a state institution or nursing home.

Medicaid Buy-In for Children program

To be in this 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.
- Live in Texas.

To learn more:

- Go to www.hhsc.state.tx.us. Click on “How to get help.”
Services for Children

Medical and Dental Care with Texas Health Steps

Texas Health Steps is Medicaid’s wellness program for people age 20 and younger. Texas Health Steps services include:

- Medical checkups and treatment starting at birth.
- Dental checkups and treatment starting at 6 months old.
- 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.

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.

You can use this checklist to make sure your child gets checkups at certain ages:

- 3-5 days old
- 2 weeks old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old
- 15 months old
- 18 months old
- 2 years old
- 2 1/2 years old

Children 3 years and older need Texas Health Steps checkups once a year.
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.
- Visit MyChildrensMedicaid.org.

**Help for Children with Disabilities or Delays in Growing or Learning**
Children up to age 3 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.
- Visit www.dars.state.tx.us. Click on “Find Services” and then “Early Childhood Intervention Services.” Watch videos by clicking on “ECI Videos” on the right side.

**Help for Children Who are Blind or Visually Impaired**
If you have a child who is blind or visually impaired, the Blind Children’s Development and Discovery Program might be able to help. A specialist can work with you to create a family service plan. This program can:

- Help you manage your case.
- Help your child to be active in the community.
- Help your child in finding a career.
- Give training in areas such as fixing food, taking care of money, fun things to do, and taking care of themselves.

To learn more:
- Call 1-800-628-5115.
- Visit www.dars.state.tx.us. Click on “Find Services” and then “Early Childhood Intervention Services.” Watch videos by clicking on “ECI Videos” on the right side.

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**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. Click on the link “Early Childhood Intervention.”
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 problems).
- Your child is at risk for certain health problems (due to things such as your family’s health history or growing or eating issues).

A case manager can help you:

- Work with doctors and get medical services.
- Deal with family, school, housing, and other concerns.
- Get medical equipment and supplies.
- Work with other agencies.

To learn more:

- Call 1-877-847-8377.
- Visit www.dshs.state.tx.us.
Services for Women

Extra Help for Pregnant Women
Medicaid can help women with high-risk pregnancies get services for medical and other needs.

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.
- Visit www.dshs.state.tx.us/caseman.

Stop Smoking Help 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.

Breast and Cervical Cancer Program
Medicaid covers treatments for:

- Breast cancer.
- Cervical cancer.
- Some breast or cervical pre-cancer conditions.

If a woman needs treatment, but can't get regular Medicaid, she can apply for the Medicaid Breast and Cervical Cancer Program. This program is for women who: (1) make too much money for regular Medicaid, (2) have low incomes, and (3) are age 18 to 64. If a woman is in the Breast and Cervical Cancer Program, she also gets all other Medicaid services while getting cancer treatment.

To learn more:
- Call 2-1-1.
- Visit www.hhsc.state.tx.us. Click on “How to Get Help.” Then click on “Women.” Scroll down to “Medicaid for Breast and Cervical Cancer.”
Texas Women’s Health Program

Medicaid offers family planning services as a regular part of its coverage. If a woman can't get Medicaid, she might be able to get family planning services through the Texas Women’s Health Program.

The Texas Women's Health Program isn't a Medicaid program. This program is for women who: (1) make too much money for Medicaid, (2) have low income, (3) are age 18 to 44, and (4) are not pregnant. In this program, women get:

- One family planning exam each year, which might include:
  - Pap smear.
  - Screening for breast and cervical cancers, diabetes, sexually transmitted infections, and high blood pressure.
- Family planning counseling and education, which can include natural family planning and abstinence.
- Treatment of certain sexually transmitted infections found during family planning health screenings.
- Birth control (except for emergency birth control):
  - Birth control pill
  - Vaginal ring
  - Hormone patch
  - Diaphragm
  - Male and female condoms
  - Spermicide
  - Intrauterine device (IUD)
  - Cervical cap
  - Depo-Provera
  - Devices placed under the skin, such as Nexplanon or Implanon
  - Methods to permanently prevent pregnancy (tubal ligations or Essure)
- Follow-up family planning visits related to your method of birth control.

To learn more:
- Call 1-866-993-9972.
- Visit www.hhsc.state.tx.us. Click on “How to get help.” Then click on “Women.” Scroll down to “Women’s Health Program.”
Services for People Age 65 and Older and People with Disabilities

Long-Term Services
If you are age 65 or older, or if you have a disability, you might be able to get help with daily health-care and living needs.

This help might be at home or in an adult day care center, nursing facility, or assisted living facility.

A case manager can help you get the services you need. Long-term services include:

- Help dressing, bathing, and using the bathroom.
- Help fixing meals, grocery shopping, and eating.
- Help with light housework.
- Nursing care in the home.
- Hospice services (end of life care for people expecting to live 6 months or less).

To learn more:

- Call DADS Consumer Rights and Services at 1-800-458-9858.
- Go to www.dads.state.tx.us. Click on “Help for Texans.”
Medicaid Rules

Medicaid Program Rules
If you get Medicaid, you must follow these rules:

• Pick one main 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 to use all the time.
• Don't get the same type of medicine from different doctors.

Don't 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 limits which doctor and drug store you can use. You also might be put in this program if you commit 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.

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 aren't necessary.
• Getting Medicaid services that aren't approved.
• Not telling the truth about a medical condition to get medical treatment.
• Letting someone else use their Medicaid card.
• Using someone else's Medicaid card.
• Not telling the truth about the amount of money or the value of the things they pay for or own.

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

• Call 1-800-436-6184.
• Go to oig.hhsc.state.tx.us. Click on “Report fraud, waste, or abuse.” Fill out the online form.
• Mail a letter to report a doctor, pharmacist, or other provider to:

  Office of Inspector General
  Medicaid Provider Integrity / Mail Code 1361
  PO Box 85200 Austin, TX 78708-9920

• 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, religion, or political beliefs.
• Pick your doctor as long as he or she is accepting people with Medicaid.
• Change to another doctor in a fair and easy manner.
• Get another doctor’s opinion about your treatment.
• Get help in talking with your doctor in the language you speak or in sign language, free of charge.
• 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 you think you should have gotten.

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

Your Right to Share Your Health Records
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. To learn more about how we share your Medicaid health records, go to www.hhsc.state.tx.us and click the box, “Questions about your benefits?” On the left side of the screen, click “Share facts about your health.”

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 if, when using Medicaid:

• Someone treated you differently 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 weren't met.
• You were the victim of unwanted sexual advances.
• You were threatened with words or actions based on race, color, national origin, sex, age, disability, or religion.

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. People in the Austin area can call 1-512-438-4313 (not toll-free outside the Austin area)
- Fax: 1-512-438-5885 (not toll-free outside the Austin area)
- E-mail: HHSCivilRightsOffice@hhsc.state.tx.us

To learn more, visit www.hhsc.state.tx.us. Click on “Contact 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 didn't 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 1-800-727-5436 (pick option 5). If you would like to ask for a hearing in writing, send it to the following address:

Texas Medicaid & Healthcare Partnership (TMHP)
Attention: Medical Affairs Support, MC A13
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. Let your hearing officer know if you need an interpreter for your language or sign language. You can speak for yourself. Or you can ask someone else to speak for you. This can be a friend, family member, or lawyer. 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 the language you need, press 2). If you don’t get the help you need there, contact the HHS Office of the Ombudsman by:

<table>
<thead>
<tr>
<th>Method</th>
<th>Address/Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail</td>
<td>HHS Office of the Ombudsman&lt;br&gt;PO Box 13247, Mail Code H-700</td>
</tr>
<tr>
<td></td>
<td>Austin, TX 78711-3247</td>
</tr>
<tr>
<td>Phone</td>
<td>1-877-787-8999</td>
</tr>
<tr>
<td>Fax</td>
<td>1-888-780-8099</td>
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<td>Online</td>
<td>Go to <a href="http://www.hhsc.state.tx.us">www.hhsc.state.tx.us</a>. Click on “Contact us.” Under “HHSC Ombudsman Office,” look for the “Online Submission Form” link</td>
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