



2011 Edition

PCCM MEDICAID

A Guide to Your Health Care Benefits

Have a health
question? Talk to a
nurse anytime.

1-800-304-5468

24 hours a day,
7 days a week.

Client Help Line:

1-888-302-6688



Medicaid Primary Care Case Management Program

Remember:

- Take your children to their Texas Health Steps medical and dental checkups.
- If you are pregnant, call 1-888-302-6688 to find a doctor. See your doctor as soon as you can and go often.
- Let your main doctor know if you are also going to another doctor. This will help keep your records up to date.
- Use the emergency room only when you need treatment right away.
- Always take your Medicaid ID and the letter with your doctor's name on it to all doctor visits and to the drug store.
- Try to go to the same drug store to get all your medicines.
- If you have a doctor visit and you can't make it, call to cancel as soon as you can. Make sure to set up a new visit.



Things to remember!

- Tell us about changes to your case within 10 days of the change. Call 2-1-1 or 1-877-541-7905.

Tell us about changes in things such as:

- Your address.
- Your 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).

To get this guide in
other languages, audio,
large print, or Braille
call: 1-888-302-6688.

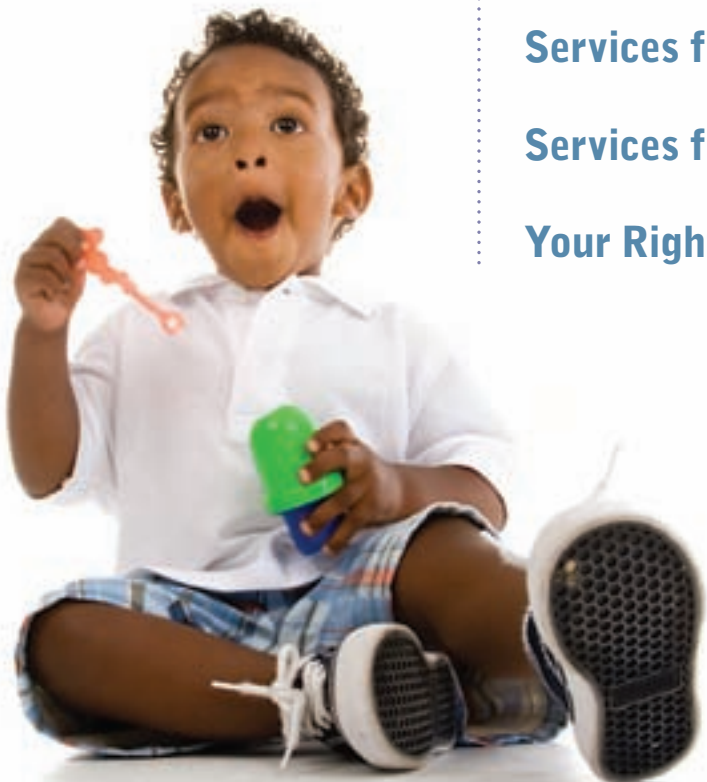
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Where to Get Help

Get Help on the Phone



All these phone numbers are free to call.

PCCM Client Help Line

1-888-302-6688

Monday to Friday, 7 a.m. to 7 p.m. Central Time.

Call this number to:

- Ask about your Medicaid benefits
- Find or change your doctor.
- Find a drug store that will bring your medicine to you for free.
- Find mental health or alcohol or drug abuse services.

Relay Texas

For people with a hearing or speech disability.

1-800-735-2989 or 7-1-1

24 hours a day, 7 days a week.

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.

PCCM Nurse Help Line

1-800-304-5468

24 hours a day, 7 days a week.

Call this number if you have a health question or concern.

Rides to Your Medical Visits

1-877-633-8747

Monday to Friday, 8 a.m. to 5 p.m. Central Time.

Call this number if you need a free ride or gas money to get to the doctor, dentist, or drug store.

Community Health Services

1-888-276-0702

Monday to Friday, 8 a.m. to 5 p.m. Central Time.

Call this number for help with Medicaid services. If you need extra help getting other Medicaid services, a case manager can help you.

Texas Health Steps

For children, teens, and young adults age 20 and younger.

1-877-847-8377

Monday to Friday, 8 a.m. to 8 p.m. Central Time.

Call this number to find a doctor, dentist, or case manager.

Texas Medicaid Wellness Program

1-800-777-1178

24 hours a day, 7 days a week.

Call this number to ask about the wellness program.

Social Security Administration

1-800-772-1213

You can get help any time, day or night by using the phone system. To speak to someone, call Monday to Friday, 7 a.m. to 7 p.m.

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 any changes to your case within 10 days.
- Find HHSC benefits offices.
- Report a lost Medicaid ID.

When you dial **2-1-1**, pick a language and then press 2. We can talk to you Monday to Friday, 8 a.m. to 8 p.m. Central Time. If you can't connect to **2-1-1**, call **1-877-541-7905**. You also can visit the **2-1-1** Texas website at www.211texas.org to find services in your area.

**Complaint about
PCCM services?
1-877-787-8999**

Call this number after you first try talking with the office or program staff you have a complaint about.

Cut along this dotted line and keep these numbers handy.





Get Help on the Web

Visit the Health and Human Services Commission (HHSC) website at www.hhsc.state.tx.us. Use this site to:

- Find a Medicaid doctor. (When asked which health plan you're in, pick "PCCM.")
- Find a drug store that takes Medicaid.
- Learn how to get a free ride to the doctor, dentist, or drug store.
- Find an HHSC benefits office near you.
- Learn more about other health and human services programs.
- Report Medicaid waste, abuse, or fraud.



Services for Everyone

What does PCCM Medicaid cover?

- A checkup each year for adults.
- Texas Health Steps medical and dental checkups for children, teens, and young adults age 20 and younger.
- Doctor and clinic visits.
- Care that helps to keep you from getting sick (preventive care).
- Glasses and hearing aides.
- Hospital care.
- Emergency care.
- Medicine.
- Lab and X-ray services.
- Vaccines for kids and teens.
- Mental health care.
- Health-care services at home.
- Speech therapy (helps with learning how to speak again or speak better).
- Occupational therapy (helps with learning how to do everyday tasks like getting around at home, getting in a car, and getting dressed).
- Physical therapy (helps with learning how to move around better or become stronger).

To learn more about other services call **1-800-302-6688**.

How do I keep getting Medicaid?

Most people must sign up every 6 months to keep getting Medicaid. You will get a form in the mail to renew your Medicaid benefits. If you don't get a renewal form a month before your benefits end, call **2-1-1** or your local HHSC benefits office.



What do I get with PCCM Medicaid?

- **One main doctor.**
You will get most of your health care from one main doctor, nurse, or clinic.
- **Help finding specialists.**
Your doctor will help you find a specialist and other services if you need them. If you need help finding a specialist, call **1-888-302-6688**.
- **Free Nurse Help Line.**
If you have health questions, call anytime, day or night: **1-800-304-5468**. Have your Medicaid ID with you when you call.
- **Community Health Services.**
Community Health Services is a way to get extra help. A case manager can help you with:
 - Setting up doctor visits.
 - Getting a free ride to the doctor, dentist, or drug store.
 - Dealing with family, school, and money concerns.
 - Getting medical equipment and supplies.
 - Finding pregnancy services.
 - Getting help with special health needs.

To ask for help, you or your doctor can call **1-888-276-0702**.





When should I see my doctor?

If you aren't sure if you need to see a doctor or go to the emergency room, call the PCCM Nurse Help Line anytime at **1-800-304-5468**.

When do I pick my main doctor?

You must pick a doctor within 3 months after you get a letter asking you to pick a doctor. If you don't pick a doctor, we will pick one for you. You can change your doctor up to 4 times a year.

How do I pick or change my main doctor?

There are 2 ways to pick or change your main doctor:

- A. Pick a doctor from the PCCM "Primary Care Provider and Hospital List." Then call 1-888-302-6688. (If you didn't get this list, call 1-888-302-6688.)
- B. Go online to find a doctor and then call us:
 1. Go to www.tmhp.com
 2. Click on "PCCM Clients."
 3. Click on the "TMHP Online Provider Look-up."
 4. Pick "PCCM" in the list of health plans.
 5. Fill in your ZIP code or county to do a search.
 6. Call **1-888-302-6688** and let us know who you picked.

After you pick a doctor, we will send you a letter with your doctor's name and phone number. It can take up to 2 weeks for us to change your doctor. Until you get that letter, you can go to any doctor in the "Primary Care Provider and Hospital List."

What if I need to see a doctor or get medical services?

When you need to see a doctor, call the doctor you picked to be your main doctor. If the office is closed, a phone message should tell you how to get help.

You should not have to wait more than 2 weeks to see your main doctor. If he or she can't see you within 2 weeks, or if you have other problems with your doctor, call **1-888-302-6688**.

Remember, if you set up a visit with your doctor but you can't make it, call to cancel as soon as you can. Then set up a new visit.

You can get these services without seeing your main doctor:

- Family planning services.
- Birth control (except emergency birth control).
- Texas Health Steps medical and dental checkups, tests, and treatments. These services are for children age 20 and younger.
- Mental health care.
- Emergency room care (for true medical emergencies only).
- Care during pregnancy and childbirth from a Medicaid OB/GYN, family practice, or internal medicine doctor.
- Female health issues.
- Glasses.
- Vaccines (shots).

Your main doctor can help you find these services. You also can call **1-888-302-6688** for help finding these services.

Can I see a specialist?

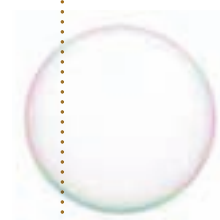
A Medicaid specialist can treat you after they get a referral from your main doctor. If you want to talk to another doctor about a health problem, ask your main doctor to refer you.

Can my main doctor help me decide when to go to the emergency room?

Yes. The first time you visit your doctor, ask what health problems you should call him or her about. This will keep you from going to the emergency room when it's better to go to the doctor's office. Your doctor will be able to treat most health problems.

What if I get a bill from my doctor?

If you get a bill from a doctor, call **1-888-302-6688**. Have the bill with you when you call.





My Medicaid ID

Your Medicaid ID (identification) is a form or card that shows you have PCCM Medicaid. You will get it in the mail. It has health facts about you so keep it in a safe place.

When do I use my Medicaid ID?

- At any doctor visit.
- At the drug store.
- At the hospital.

What if I lose my Medicaid ID?

Call **2-1-1** or go to your local HHSC benefits office to get a new one.

Medicine and Supplies

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

Is there a limit to how many medicines I can get?

- Adults (age 21 and older) have a limit of 3 medicines each month.
- Children (age 20 and younger) don't have a limit on medicines.
- Medicine that helps you quit smoking doesn't count towards the 3 medicines limit.

How do I find a drug store that takes Medicaid?

- Visit www.hhsc.state.tx.us. Click on "Questions about your benefits." Then click on "Find a Drug Store."
- Medicaid also pays to have some drug stores deliver medicines to you. To find a drug store that will deliver your medicine, call **1-888-302-6688**.

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.

Note:

It's best to use the same drug store every time. That way the drug store can make sure your medicines work well together.



Can I get eye exams and glasses?

If you are age 21 or older, you can get an eye exam and prescription glasses once every 2 years.

If you are age 20 and younger, you can get:

- An eye exam once a year.
- Prescription glasses once every 2 years or when the prescription changes.
- Replacements if the glasses are lost or stolen.

You don't need a referral from your main doctor to get an eye exam or glasses.

Rides to the Doctor, Dentist, or Drug Store

We can help you get a free ride to a doctor, dentist, other health-care visits, or drug store if you don't have any other way of getting there.

How do I set up a ride?

3. Set up the day and time of your doctor visit. Or find out when your medicine will be ready.
4. Call **1-877-633-8747**, Monday to Friday, 8 a.m. to 5 p.m. Central Time. Have your Medicaid ID or Social Security number, and date of birth when you call.
5. Call at least 2 days before you need a ride. If it will be a long distance ride, call at least 5 days ahead.

What if my child needs to go out of town for care?

We can help you get a ride if you have no other way to get there. If your child is age 18 or younger, we may pay for your trip, meals, and lodging if you have to stay away from home overnight.

- To learn more:
- Call **1-877-633-8747**.
 - Visit www.hhsc.state.tx.us. Click on "Questions About Your Benefits." Then click on "How to Get a Ride to the Doctor, Dentist, or Drug Store."

What if I have a car, but can't pay for gas?

If you have a car, but can't pay for gas, we might be able to give you the gas money you need to get to your visit. Call **1-877-633-8747**.



Help for Mental Health, Drug, or Alcohol Problems

If you, or someone in your family, have a problem with drugs or alcohol, call **1-888-302-6688**.

We can help pay for:

- Tests.
- Counseling.
- Medicine.
- Hospital care.
- Drug and alcohol treatment.

How do I get mental health services?

You can ask your main doctor to help you find a provider to fit your needs. A mental health provider can be a doctor, therapist, hospital, or community mental health center. If you need help with these services, call **1-888-302-6688**.

Family Planning Services

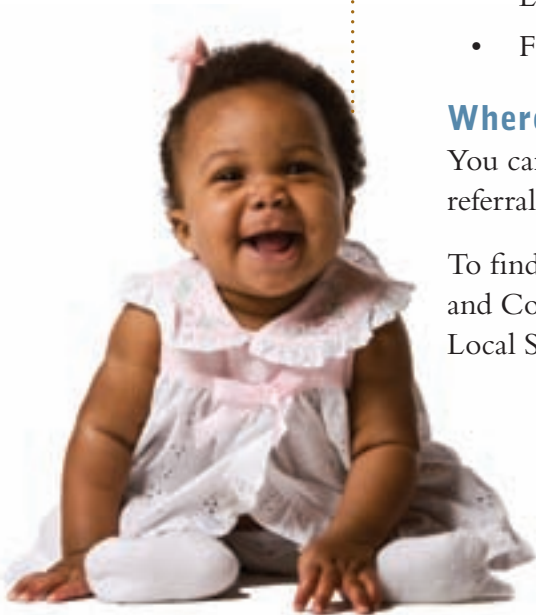
Family planning services are for men and women. Family planning services include:

- Birth control (except emergency birth control).
- Counseling.
- Planning for pregnancy.
- Lab tests.
- Full physical exams.

Where can I get family planning services?

You can go to any doctor or clinic that gives these services. You don't need a referral from your main doctor.

To find a family planning clinic, go to www.dshs.state.tx.us. Click on "Family and Community Health." Click on "Family Planning." Then click "Find Local Services."



What if I Have Other Health Insurance?

If you have other insurance besides Medicaid, you can still see a Medicaid doctor. If a doctor accepts you as a Medicaid patient, the doctor will file claims with the other insurance first.

Always tell us about any other insurance you have. This includes insurance for medicines. Call **1-800-846-7307** if:

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

Medicaid might help pay for other health insurance

The Medicaid Health Insurance Premium Payment program (HIPP) can help pay for other health insurance. You may be able to get HIPP if:

- Someone in your family (you, your spouse, or your child) gets Medicaid.
- Someone in your family can get health insurance at work.

People in the HIPP program can get:

- Coverage from another group health insurance plan.
- Coverage for family members – even those who don't get Medicaid.
- Access to any doctor who takes the other insurance.

To learn more, call: **1-800-440-0493**.

What if I Need Long-Term Care?

If you have a long-lasting illness or disability, you might be able to get help with daily health care and living needs. This help can be at home or in an adult day care center, nursing home, or assisted living facility.

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

- Help dressing, bathing, and using the bathroom.
- Help fixing meals, grocery shopping, and using money.
- Help with light housework.
- Nursing care in the home.
- Hospice services (care for people in severe pain due to diseases such as cancer).
- Care in a nursing home or other place of care..

To learn more:

- Call **2-1-1** or Consumer Rights and Services at **1-800-458-9858**.
- Visit www.dads.state.tx.us. Click on “Help for Texans.”

If You Have an Accident

If you went to the hospital or saw a doctor as a result of an accident or injury and Medicaid paid for it, you must call **1-800-846-7307** as soon as you can after the accident.

Tell us:

- Your Medicaid ID number.
- Date of accident or injury.
- If you have a lawyer working for you.
- If you filed a claim with another insurance company.

To keep your Medicaid benefits, you must report any lawsuits you or your family members file for being injured. We will need to know the name and address of the lawyer working on your lawsuit.

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

Call or mail us at:

Phone: **1-800-846-7307**

Address: **TMHP/TORT
PO Box 202948
Austin, TX 78720-2948**



Need Extra Help?

If you need help with things like setting up doctor visits or rides to the doctor, call **1-888-267-0702**.



Services for Children and Youth

Free Medical and Dental Checkups with Texas Health Steps

Texas Health Steps is Medicaid’s preventive health-care program for children and youth age 20 and younger. Texas Health Steps offers:

- Medical checkups and treatment.
- Dental checkups and treatment.
- Help with special health needs.

If you need help finding a Texas Health Steps doctor or dentist near you, call **1-877-847-8377**.

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

Children need checkups even when they are healthy to help catch problems before they get worse.

We will send you letters to remind you when checkups are due. You can also use the chart below as a reminder.



Your child should be seen by the doctor at these ages:

3-5 days old	1-2 weeks old	2 months old
4 months old	6 months old	9 months old
1 year old	15 months old	18 months old
2 years old	2 ½ years old	3 years old

Note:
Kids need to see a dentist twice a year starting at 6 months old.

After age 3, kids need a Texas Health Steps checkup once a year.

- To learn more:
- Call **1-877-847-8377** or **2-1-1**
 - Visit www.hhsc.state.tx.us. Click on “Questions about Your Benefits.” Then click on “Texas Health Steps.”



Help for children in families who travel for farm work

If your family travels for farm work, we can help your child get medical services. We will let doctors know your child needs to be seen quickly because you might have to leave the area to go to the next job.

To learn more, call **1-888-302-6688**, Monday to Friday, 7 a.m. to 7 p.m. Central Time.

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 extra help. You can ask for a checkup to see if your child's growth and learning are on target. We can visit your child's home or childcare center.

- To learn more:
- Call **1-800-628-5115**.
 - Visit www.dars.state.tx.us. Click on "Early Childhood Intervention Services."

Does Your Child Have Special Health Needs?

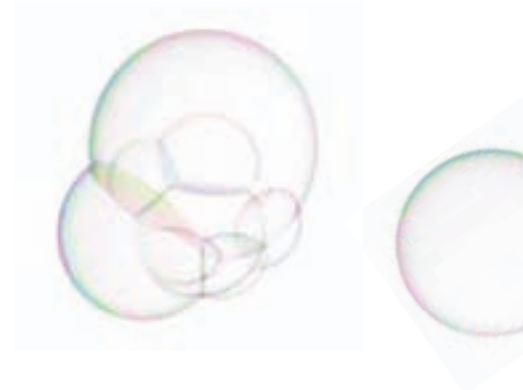
Your child might have special health needs if:

- Your child already has a health condition, disease, or disability.
- Your child is at risk for certain health problems. These can be due to things such as a family history of a disease, high blood lead levels, or missed immunizations.

A case manager can help you:

- Work with doctors and get medical services.
- Deal with family, school, and money concerns.
- Get medical equipment and supplies.
- Work with health and human service agencies.

To learn more, call **1-877-847-8377**.



Services for Pregnant Women

Health Coverage for the Mother and Newborn Baby

If you are pregnant or think you might be pregnant, call **1-888-276-0702**.

How do I pick a doctor for my newborn baby?

When your baby is born, you must pick a doctor for the baby. Your baby can have a different doctor than you or other family members. To tell us which doctor you want for your baby, call **1-888-302-6688**. If you don't pick a doctor for your baby, we will pick one for you.

Your baby will get Medicaid for a year. You will have to apply for Medicaid for your baby before his or her first birthday to keep your baby in Medicaid.

What if I have a problem with my pregnancy?

If you have problems while you are pregnant and need help, call **1-888-276-0702**. Medicaid offers help with getting medical services and other needs for women with high-risk pregnancies.

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.
- Vaginal bleeding.
- Drug abuse or mental health issues.

To learn more:

- Call **1-877-847-8377**.
- Visit www.dshs.state.tx.us. Click on "Family and Community Health." Then click on "Case Management."



Your Rights

While getting Texas Medicaid you have the right:

- To be treated fairly and with respect by doctors and medical staff.
- To be treated fairly, regardless of race, color, national origin, sex, age, disability, religion, or political beliefs.
- To choose your doctor as long as he or she is accepting people with Medicaid.
- To have a reasonable amount of time to pick your doctor.
- To change to another doctor in a fair and easy manner.
- To get another doctor's opinion about your treatment.
- To get help in talking with your doctor if you speak a different language or use sign language.
- To get emergency care from the emergency room closest to you.
- To get a letter that tells you why you cannot get a Medicaid service you asked for.
- To use every complaint and appeal process offered through Medicaid.
- To get a fast response to your complaint.
- To get a Medicaid Fair Hearing if you couldn't get a Medicaid service.

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.

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**. You also can visit www.TMHP.com. Then click on "Clients / English."

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 **1-888-302-6688**.

Right to Decide Your Health Care in Advance

Sometimes adults are too sick or hurt to make decisions about their own health care. It's best to plan ahead and fill out an "advance directive." An advance directive is an important legal paper. It lets your family and doctors know how to care for you if you are too sick to tell them.

There are several kinds of advance directives. You can learn more about them and get the forms online at www.dads.state.tx.us. Click on "Learn about DADS." Then click on "Publications." Then click on "Advance Directives."

Right to be Treated Fairly

Contact the HHSC Civil Rights Office right away if anything like the following happens to you when using Medicaid:

- Someone treated you unfairly because of race, color, national origin, sex, age, disability, religion, or political beliefs.
- You could not get services because of race, color, national origin, sex, age, disability, religion, political beliefs, or language needs.
- 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: **Civil Rights Office
Health and Human Services Commission
701 West 51st St., MC W206
Austin, TX 78751**

Phone: **1-888-388-6332
1-512-438-4313 (Austin area)**

Fax: **1-512-438-5885 or
1-512-438-4754**

E-mail **HHSCivilRightsOffice@hhs.state.tx.us**

To learn more, visit www.hhs.state.tx.us. Click on "Civil Rights."

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 **1-888-302-6688**. If you would like to make your request in writing, send it to the following address:

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 will also 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 explain why you asked for the service that you did not get. You can speak for yourself. Or you can ask someone else to speak for you. This could be a friend, a family member, or a 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 could not 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.

Right to File a Complaint

If you have a complaint, please call **1-888-302-6688** to tell us about your problem. Or you can send your complaint by mail to:

TMHP
Attention: Complaints Department
MC-C04
PO Box 204270
Austin, TX 78720-4270

If you are not happy with the results of your complaint or with the way we help you, you can call **1-888-302-6688**. You can ask us to look at your problem again.

You also can write a letter to:

TMHP
Attention: State Action Request Support Manager
MC-C04
PO Box 204270
Austin, Texas 78720-4270

TMHP will respond to your complaint within 30 days from when they get it.

If you still have concerns after that, contact the HHSC Office of the Ombudsman by:

Mail: **HHSC Office of the Ombudsman**
1106 Clayton Lane
Suite 300W
Austin, TX 78723

Phone: **1-877-787-8999**

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

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

Texas Medicaid Rules

If you get Medicaid, you must follow these rules:

- Pick one doctor or clinic to see when you need care.
- Pick one drug store to use all the time.
- Be sure your main doctor and any specialists you see are the only doctors that give you prescriptions.
- 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 Limited Program. This program might limit which doctor and drug store you can use. You 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 Limited Program. People in this program still get Medicaid benefits. To learn more, call **1-800-436-6184**. Pick option 4.

Report Medicaid Waste, Abuse, or Fraud

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care providers, 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 a Medicaid ID.
- Using someone else's Medicaid ID.
- Not telling the truth about the amount of money or resources he or she has.

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

- Call **1-800-436-6184**.
- Visit oig.hhsc.state.tx.us. Click on “Click Here to Report Waste, Abuse, and Fraud.” Fill out the online form.
- Mail a letter.

To report a doctor, pharmacist, or other provider, use this address:

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

To report a person who gets Medicaid, use this address:

**Office of Inspector General
General Investigations/Mail Code 1368
PO Box 13247
Austin, TX 78711**