



# Managing Your Medical Information

Job Aid



TEXAS MEDICAID & HEALTHCARE PARTNERSHIP  
A STATE MEDICAID CONTRACTOR

v2019\_1217

# Contents

**Managing Your Medical Information . . . . .3**

    How to Get to the YourTexasBenefits.com Medicaid Client Portal. . . . . 4

    How to Use the YourTexasBenefits.com Medicaid Client Portal . . . . . 7

    How to Order a Replacement Card . . . . . 9

    How to Print or View a Card . . . . .12

    How to View Health Events. . . . .13

    How to View Vaccines. . . . .15

    How to View Prescription Medicines . . . . .16

    Resources . . . . .16

---

# Managing Your Medical Information

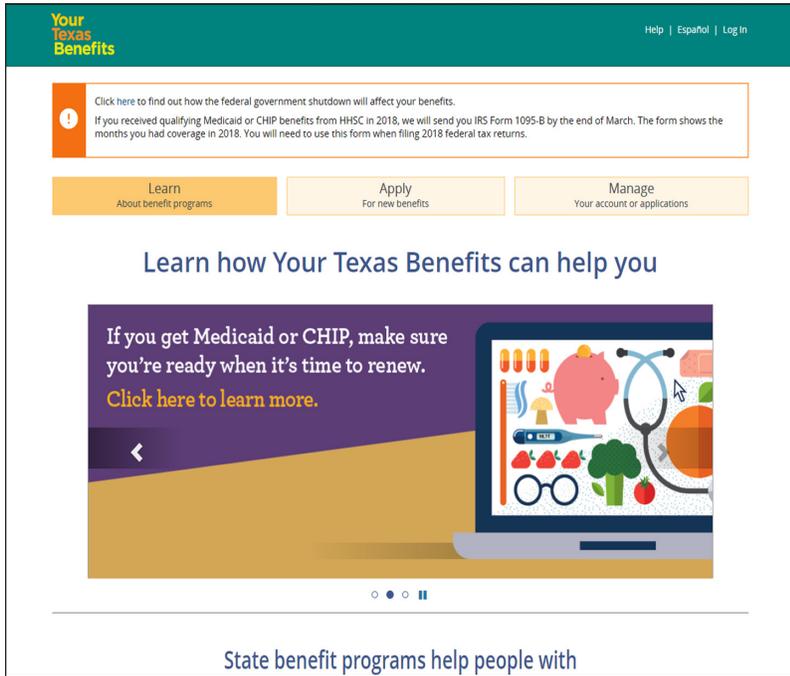
The YourTexasBenefits.com Medicaid Client Portal lets you do all of the following for anyone who is part of your case:

- View, print, and order a Your Texas Benefits Medicaid card
- See your medical and dental plans
- See your benefit information
- See Texas Health Steps alerts
- See broadcast alerts
- See diagnoses and treatments
- See vaccines
- See prescription medicines
- Choose whether to let Medicaid doctors and staff see your available medical and dental information

**Note:** *The YourTexasBenefits.com Medicaid Client Portal only displays information for active clients. Legally Authorized Representatives can view anyone who is a part of their case.*

# How to Get to the YourTexasBenefits.com Medicaid Client Portal

- 1) Go to [YourTexasBenefits.com](https://YourTexasBenefits.com).



- 2) Click **Log In**.

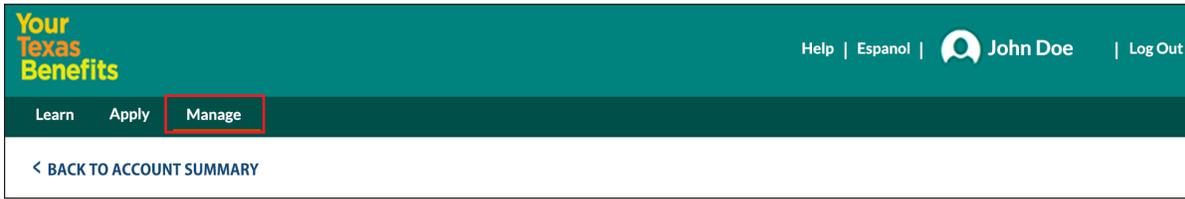


- 3) Enter your User name and Password. If you don't have an account, click Create a new account.

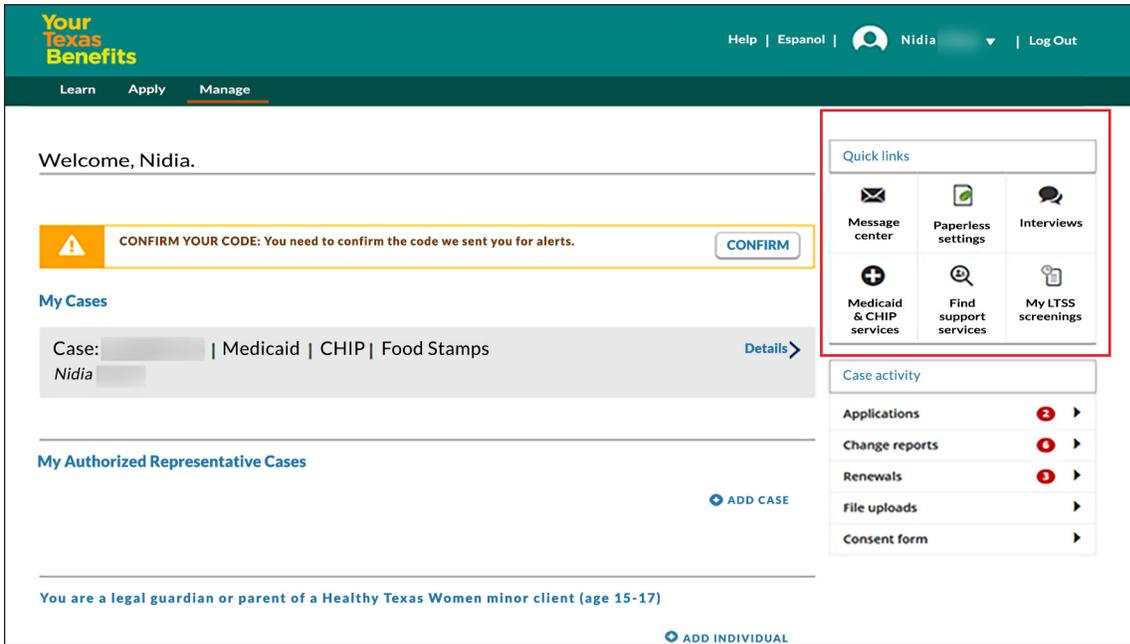
A screenshot of the login form titled 'Login to your account'. It has a close button (X) in the top right corner. The form contains the following elements:

- User name: [Text input field]
- Password: [Text input field]
- Remember me
- Show password
- LOG IN** button
- Forgot password? (link)
- Don't have an account? (link)
- Forgot user name? (link)
- Create a new account (link)

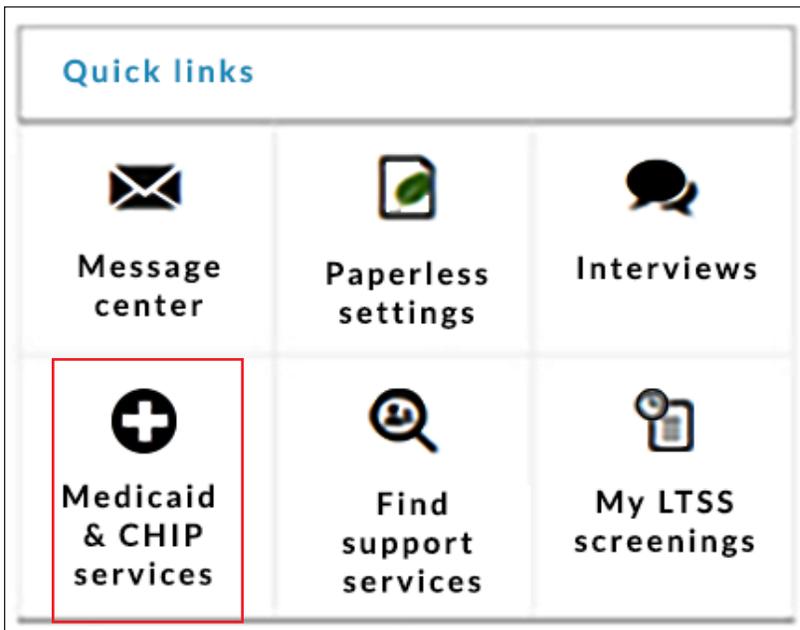
4) Click **Manage**.



5) Go to the “Quick links” section.



6) Click **Medicaid & CHIP services**.



7) Click **View services and available health information.**

**Your Texas Benefits** | Help | Espanol | John Doe | Log Out

Learn | Apply | Manage

[< BACK TO ACCOUNT SUMMARY](#)

### Medicaid and CHIP services

Below are links to manage your health care benefits once you are determined eligible.

#### Medicaid services

Case Number	Benefit Program	Members	Your Medicaid
0000000000	Medicaid	Mr. John Doe	<a href="#">View services and available health information</a>

Questions about your Medicaid card? Go to the [Medicaid card FAQ web page](#) or call 1-855-827-3748.

#### Pick your provider

Do you get Medicaid or CHIP? If yes, you can pick or update your doctor, dentist, medical plan, or dental plan online.

[PICK YOUR PROVIDER](#)

8) Choose **English** or **Español**.

**TEXAS** Health and Human Services | Medicaid Client Portal | Janet Doe

# Welcome. Bienvenidos.

## Please select a language.

Por favor, seleccione un idioma.

[English](#) [Español](#)

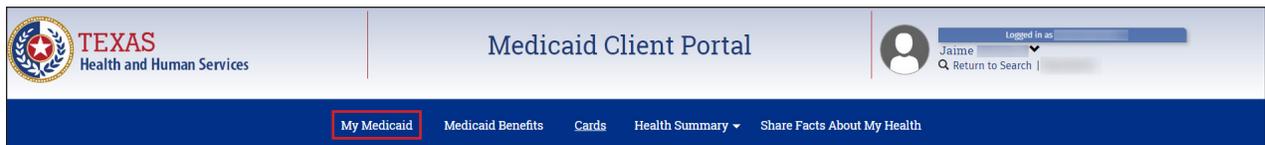
**Note:** You can also go to [YourTexasBenefits.com](https://YourTexasBenefits.com) on your mobile device to view your account.

# How to Use the YourTexasBenefits.com Medicaid Client Portal

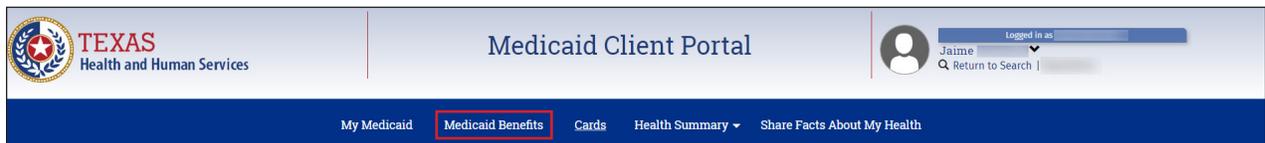
**Case Details**—This drop-down menu lets you choose anyone who is part of your case.



**My Medicaid**—This page lets you see if you or anyone who is part of your case is due for medical or dental checkups. Call your doctor or dentist to set up these checkups. They are covered by Medicaid at no cost to you. This page also shows you if there are any important messages from Texas Medicaid.

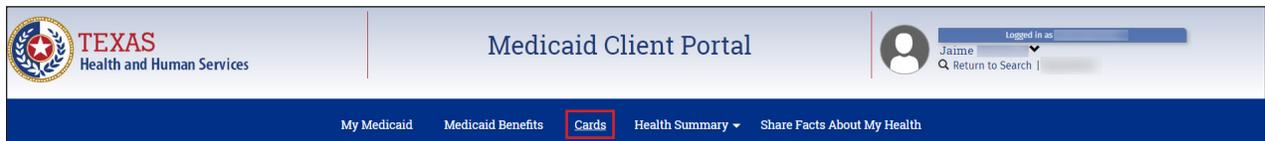


**Medicaid Benefits**—This page lets you look at a detailed list of your benefits, including the following:

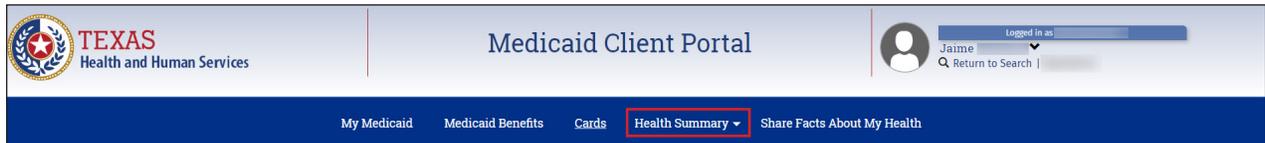


- Medicaid status
- Medical and dental plan names and contact numbers
- Main doctor’s name and contact number
- Any related benefit limits
- Lock-In drug store details
- A list of basic services provided by Medicaid

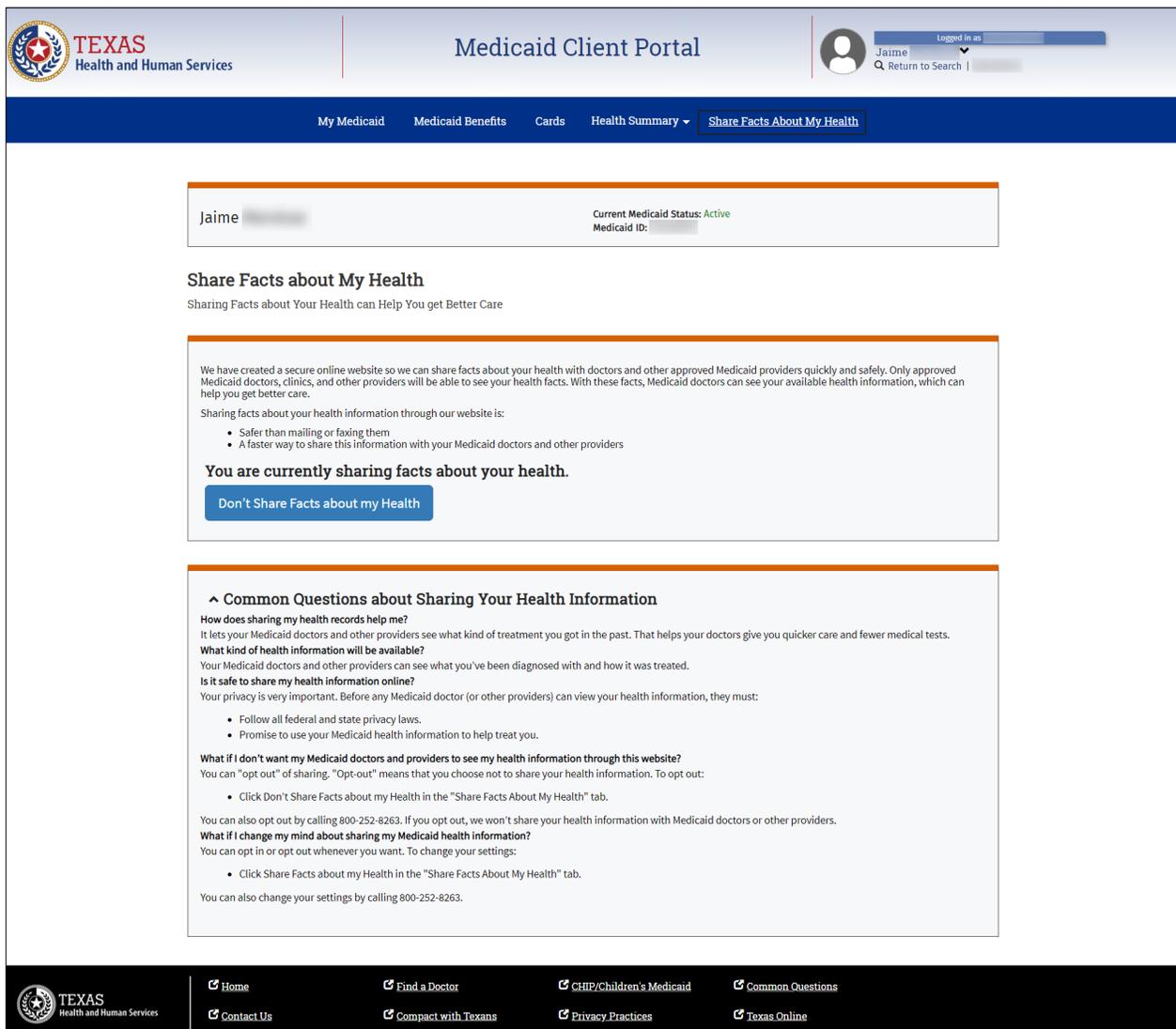
**Cards**—This page lets you view, print, and order replacement cards.



**Health Summary**—This page lets you view health information, vaccines and prescription medicines.



**Share Facts About My Health**—This page lets you choose to share available medical and dental information with Medicaid doctors and staff. You can choose here, or you can call 800-252-8263 to choose.

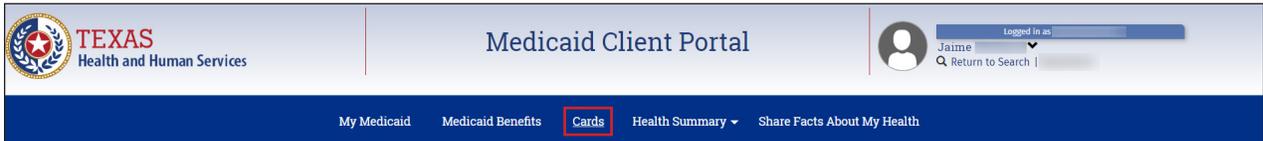


# How to Order a Replacement Card

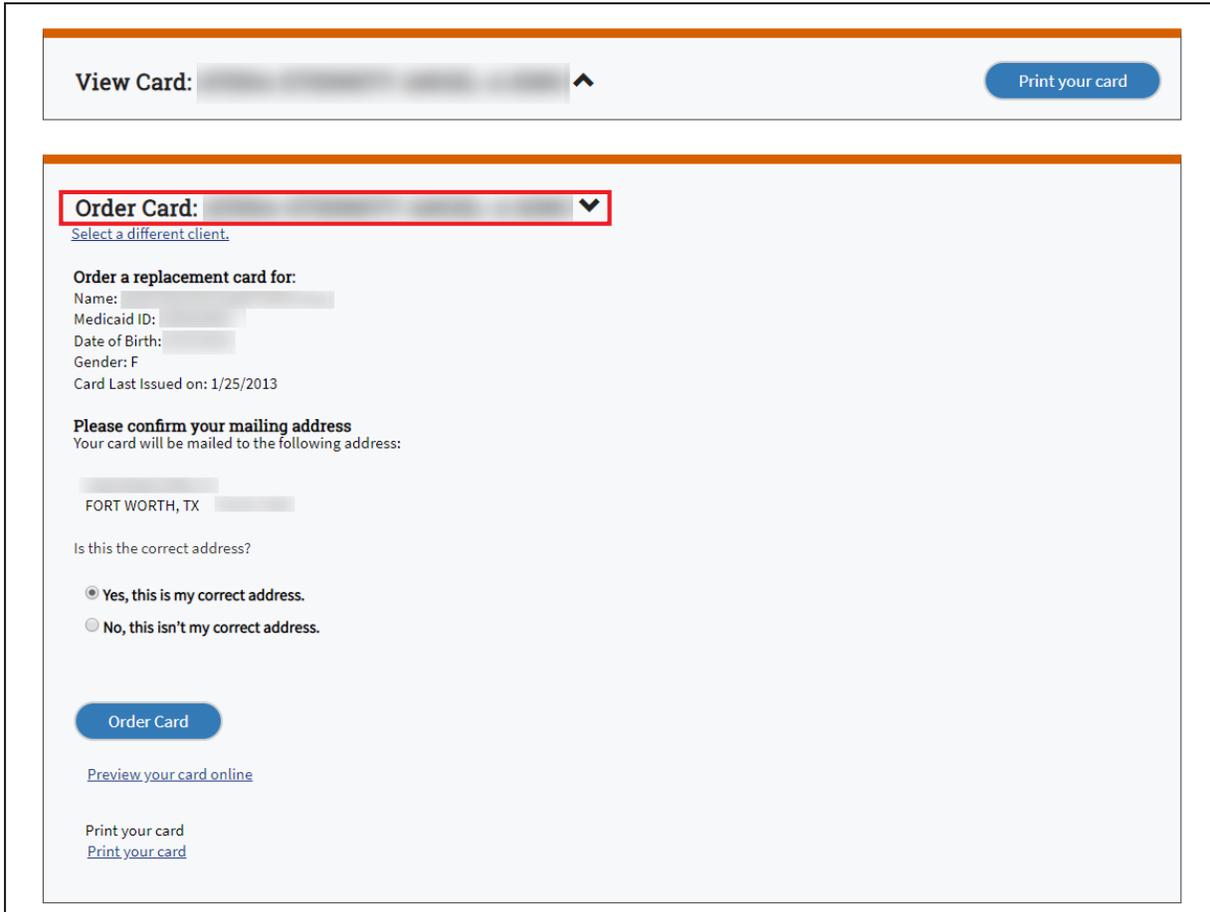
1) Click on the “Case Details” drop-down menu, and choose a name.



2) Click **Cards**.



3) Click on the “Order Card” section.



- 4) Make sure your mailing address is correct. If the mailing address is wrong, choose **No, this isn't my correct address**, and follow the instructions under "Change Your Mailing Address."

**View Card:** [Redacted] ^ [Print your card](#)

---

**Order Card:** [Redacted] v  
[Select a different client.](#)

**Order a replacement card for:**  
Name: [Redacted]  
Medicaid ID: [Redacted]  
Date of Birth: [Redacted]  
Gender: F  
Card Last Issued on: 1/25/2013

**Please confirm your mailing address**  
Your card will be mailed to the following address:

[Redacted]  
FORT WORTH, TX [Redacted]

Is this the correct address?

**Yes, this is my correct address.**

**No, this isn't my correct address.**

[Order Card](#)

[Preview your card online](#)

Print your card  
[Print your card](#)

5) Click **Order Card**. A pop-up will appear.

6) Click **OK**.

You should receive the replacement card in four to seven business days. If you don't get the card in seven business days, call 800-252-8263.

If you want to view or print the card:

- Click **Preview your card online** to view an electronic version of the card.
- Click **Print your card** to print a paper copy of the card.

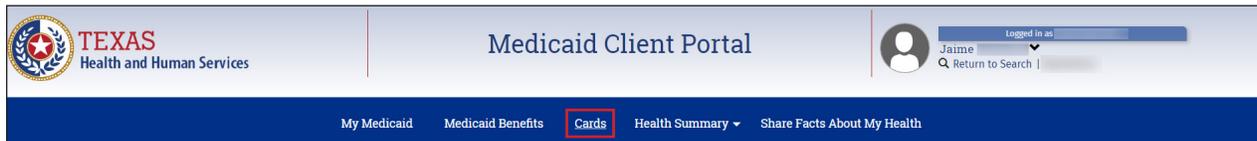
**Important:** *You can't order a replacement card if the address is wrong or if a card has been ordered for the same client in the last seven business days.*

## How to Print or View a Card

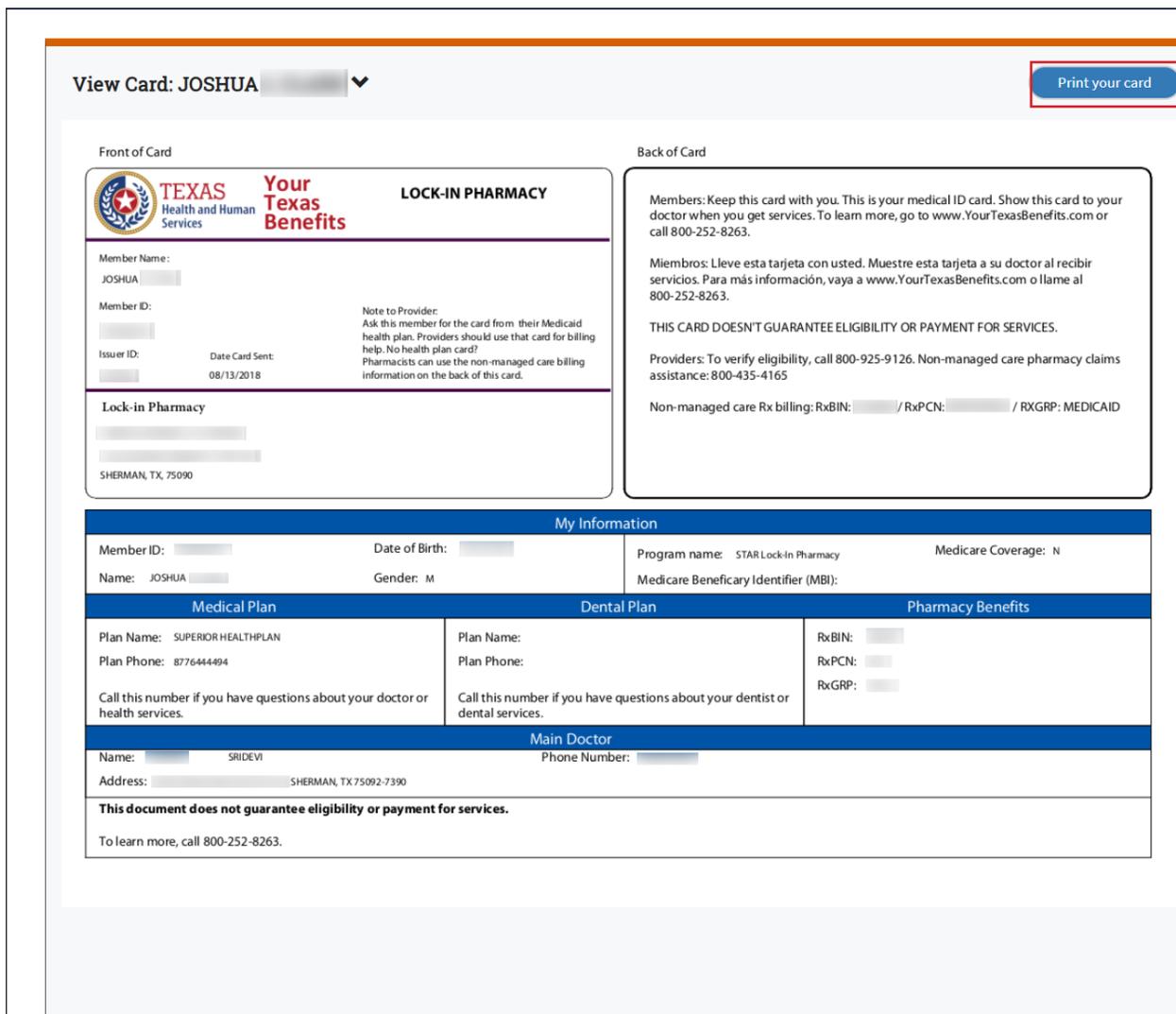
- 1) Click on the “Case Details” drop-down menu, and choose a name.



- 2) Click **Cards**.

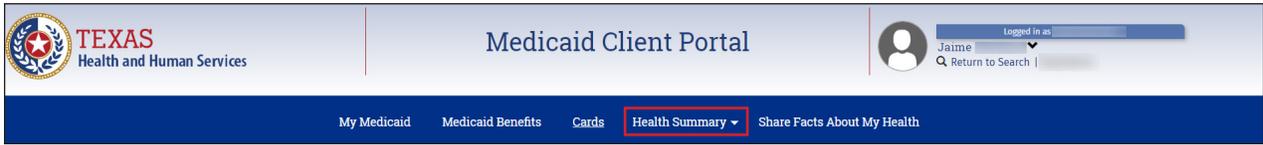


- 3) Click **Print your card** in the “View Card” section.

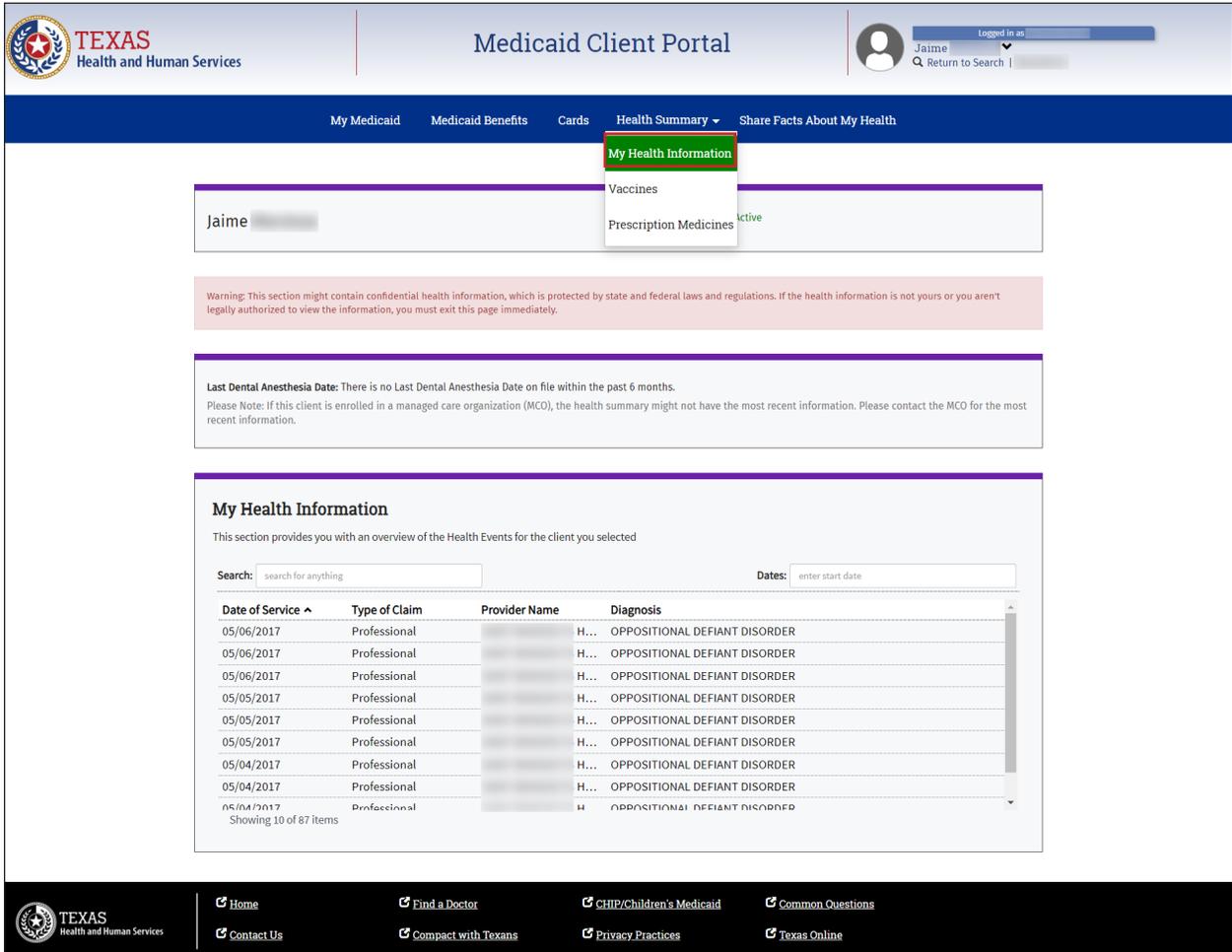


# How to View Health Events

1) Click **Health Summary**.



2) Click **My Health Information**.



3) Double-click on a record to display the details of the health event.

**My Health Information**

This section provides you with an overview of the Health Events for the client you selected

Search:  Dates:

Date of Service	Type of Claim	Provider Name	Diagnosis
04/30/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE
04/30/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE
04/29/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE
04/29/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE
04/28/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE
04/28/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE
04/27/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE
04/27/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE
04/26/2017	Professional		C... ATTENTION-DEFICIT HYPERACTIVITY DISORDER, UNSPECIFIED TYPE

Showing 10 of 118 items

Hover over the three dots to see the full diagnosis.

**My Health Information**

This section provides you with an overview of the Health Events for the client you selected

[← Back to My Health Information](#) [Print](#)

**Service Place and Dates**

Claim Type: Professional

From Date: 05/06/2017 To Date: 05/06/2017

Provider Name: HOME HEALTH INC Provider Address: TX 78380

**Diagnoses**

Diagnosis Code	Description
F913	OPPOSITIONAL DEFIANT DISORDER
F901	ATTENTION-DEFICIT HYPERACTIVITY DISORDER, PREDOMINANTLY HYPERACTIVE TYPE

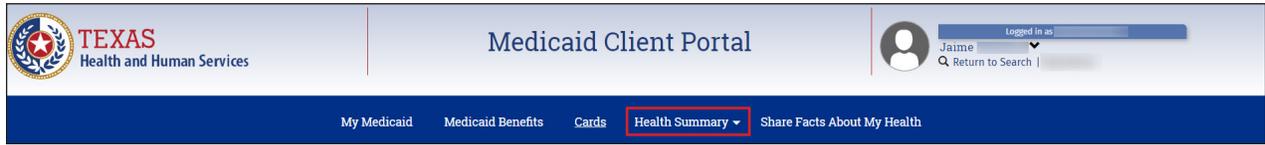
**Procedures**

Procedure Code	Description	From Date	To Date	Provider Name
T1019	Personal care services, per 15 minutes, not for an inpatient or residen...	05/06/2017	05/06/2017	H...

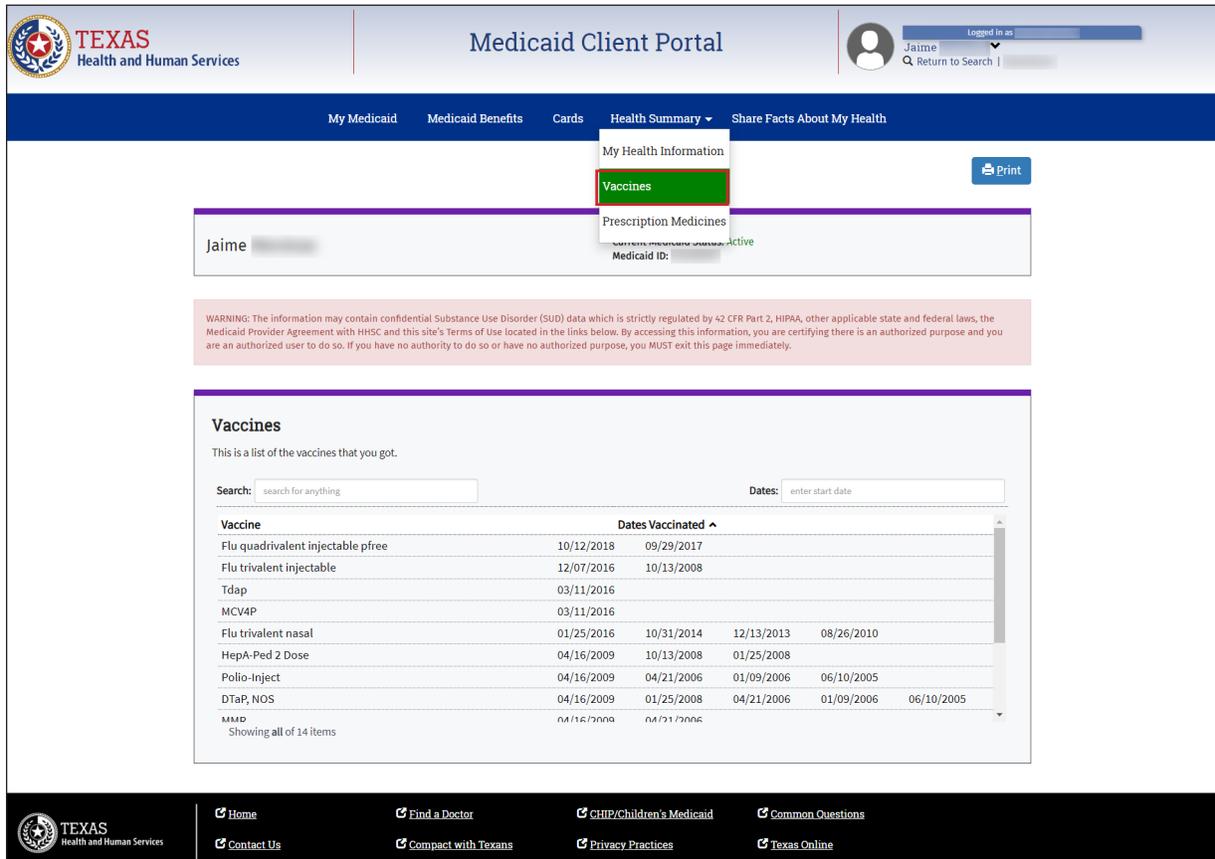
**Note:** *If you have questions about information from your medical plan, contact the plan.*

# How to View Vaccines

1) Click **Health Summary**.

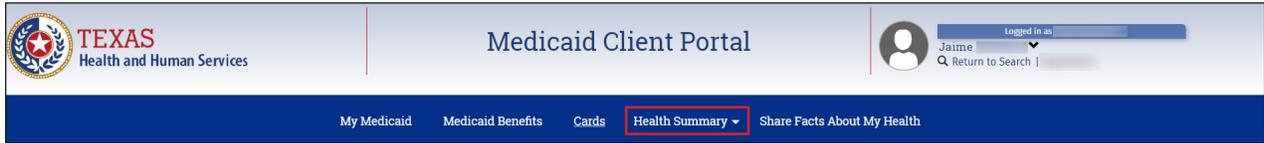


2) Click **Vaccines**.

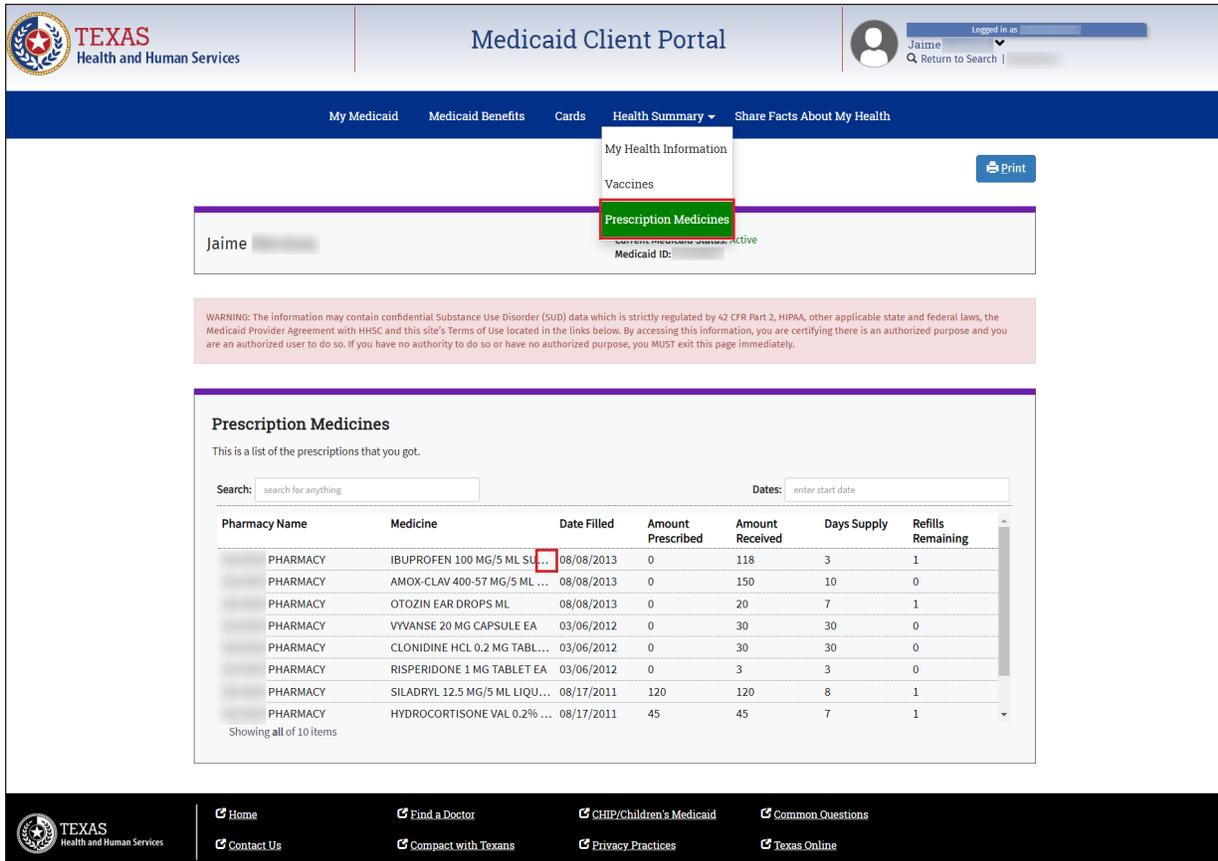


# How to View Prescription Medicines

- 1) Click **Health Summary**.



- 2) Click **Prescription Medicines**.



Hover over the three dots to see full prescription medicine details.

## Resources

If you need help with cards or Medicaid services, call 800-252-8263, from 7 a.m. to 7 p.m., Central Time, Monday through Friday. If you need help with your account, call 2-1-1 or 877-541-7905.

---

This document is produced by TMHP Training Services. Contents are current as of the time of publishing and are subject to change. Clients should always refer to the TMHP website for current and authoritative information.