

YOUR HEALTH CARE GUIDE

2024 Edition

Vea al dorso
la versión en
español.

FREE HELP LINE

800-335-8957



TEXAS
Health and Human
Services



Welcome.



This guide tells you how to use your Medicaid benefits.

Rules to Follow

- Pick one doctor or clinic for your health care.
- Your main doctor will give you prescriptions or referrals as you need them. (You can get family planning services or mental health care without a referral.)
- Don't get the same type of medicine from different doctors. You should only get prescriptions from your main doctor or specialists that your doctor refers you to.
- Pick one drugstore and try to use it every time.
- Don't use the emergency room if you don't have an emergency.
- Take the Your Texas Medicaid card to doctor visits and to the drugstore.
- Don't let anyone else use your Medicaid card.

If you don't follow these rules, you might be put in the Medicaid Lock-in Program. This program can limit which doctors and drugstores you can use.

We'll tell you if you are going to be put in the Lock-in Program. To learn more, call **800-436-6184** (pick option 8).

Let Us Know

- Tell us if you need an interpreter to talk to us in your language or in sign language.
- Tell us about important changes to your personal information within 10 days of the change, like:
 - Your address or phone number.
 - The bills you pay.
 - People living in your home.
 - The amount of money you earn.
- Insurance (including health insurance premiums).
- You can report changes by logging onto **YourTexasBenefits.com** or the Your Texas Benefits mobile app. You can also call **2-1-1** or **877-541-7905**. After you pick a language, press 2.



***If you need help with this guide,
call the free Medicaid Help Line at
800-335-8957.***

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If you have a vision disability and need an accessible version of this book, go to hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members and look for "Traditional Medicaid." If you need this book translated into another language, we might be able to help. Call us at **800-335-8957**.

WHERE TO GET HELP



*All the numbers
in this book are
free to call unless
otherwise noted.*

Medicaid Help Line 800-335-8957

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

Call **800-335-8957** to find a Medicaid doctor or to learn more about Medicaid services.

Texas Health Steps 877-847-8377

Texas Health Steps is for babies, children, teens, and young adults 20 years of age or younger who have Medicaid. Texas Health Steps also provides case management services to children with a health condition and high-risk pregnant women.

Call **877-847-8377** to find a Texas Health Steps doctor, dentist, other provider, or case manager.

Complaints about Medicaid Services

2-1-1 or 877-541-7905 (toll-free)

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

If you have a complaint, call **2-1-1** or **877-541-7905**. After you pick a language, press 2. If you still need help, call the Office of Ombudsman at **877-787-8999**.

The Medical Transportation Program

The Medical Transportation Program (MTP) can help you get a ride to the doctor, dentist, therapist, or drugstore.

Call **877-633-8747 (877-MED-TRIP)** if you need a ride to get to your Medicaid provider. You should call at least two workdays in advance to secure your ride.

You can learn more about MTP online at **texashhs.org/medicaltransportationservices**.

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 (do this within 10 days of the change).
- Check your Medicaid benefits.
- Check that we received items that you sent us.
- Find services in your area such as childcare, food pantries, help paying utilities, low-cost legal help and more.
- Report fraud, waste or abuse in any of the state's health and human services programs.

You can also go to the **2-1-1** Texas website, **www.211Texas.org**, to find services in your area.



YourTexasBenefits.com

On this site you can:

- Check your benefits and report changes to your case.
- Renew benefits and apply for other programs.
- Upload files and forms that we need from you.
- Sign up to receive text or email alerts about your case.

Click on **Manage > Medicaid & CHIP Services** (in the Quick Links Section) > **View Services and Available Health Information** if you need to:

- View your Medicaid services.
- View, print or order a new Medicaid card.
- Choose whether to share your health information with doctors.
- View your eligibility and program information.

Adults with Medicaid can view their available health information, such as:

- Health events.
- Prescription medicines.
- Vaccine information.
- Test information.
- Past Medicaid visits.

Your Texas Benefits App for Smartphones

With this app you can:

- Report most changes to your case.
- Upload pictures of files and forms.
- View files and forms that you send to us and that we send to you.
- Receive alerts about your case.

hhs.texas.gov

On this site you can:

- Learn about other benefit programs.
- Find resources near you.
- Learn about ways to stay healthy.
- Report Medicaid abuse or fraud.

*Have a smartphone or tablet?
Look for these codes in this
guide to go directly to
important websites.*



SERVICES FOR EVERYONE



What Medicaid Covers

Medicaid pays for health care services like:

- Doctor and clinic visits.
- Hospital care.
- Emergency services.
- Medicine and vaccines.
- Medical equipment and supplies.
- Vision and hearing care.
- X-rays and lab tests.
- Family planning.
- Pregnancy and childbirth care.
- Mental health and substance use treatment.

Medicaid also covers long-term services and supports for people with disabilities and chronic health conditions. These services include:

- Home care and personal care — having someone help monitor your health and help you with daily activities.
- 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.
- Habilitation services — help learning how to care for oneself.
- Nursing home care.
- A hospital for mental illnesses.
- A place of care for people with intellectual disabilities.

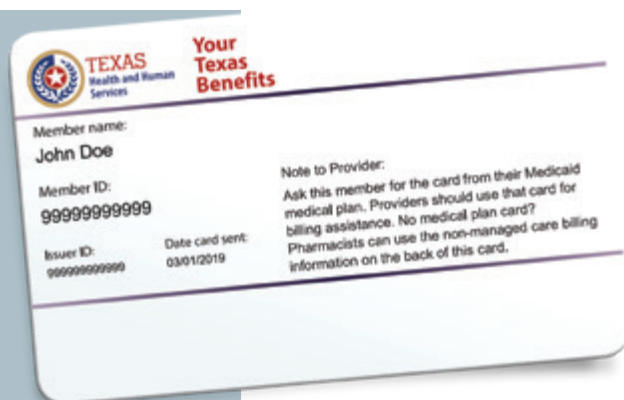
To find out about other services, call the Medicaid Help Line at **800-335-8957** or the Texas Medicaid Call Transfer Line at **800-252-8263** from 7 a.m. to 7 p.m., Central Time, Monday through Friday.



Using the Your Texas Benefits Medicaid Card

The Your Texas Benefits Medicaid Card

When you join Medicaid, you'll get a permanent Medicaid ID card like the example below. It will have your name, Medicaid ID number, and other facts you need to get Medicaid services. We won't send you another Medicaid card unless your card is damaged, lost, or stolen.



How to Use Your Medicaid ID 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 drugstore.
- Go to the hospital.

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

If Your Card Is Lost, Damaged, or Stolen

- Call **855-827-3748** or visit **YourTexasBenefits.com** to order a new card.
- You can also print out a temporary card online or view your card using our smartphone app.

If you don't have your card, you can still go to your doctor, dentist, therapist, or drugstore. Before your visit, they will need to make a call or go online to make sure that you're covered by Medicaid.

Finding a Medicaid Doctor

When you join Medicaid, you'll choose a main doctor. You can choose any provider that takes Medicaid. Your main doctor will provide most of your health care services and refer you to specialists when you need them. A main doctor can be:

- A family doctor or general practitioner.
- A pediatrician (children's doctor).
- A specialty trained nurse.
- A clinic.
- An OB/GYN (doctor for women's health).

Your main doctor can be a doctor that you already go to as long as they take Medicaid.

How to Find a Medicaid Doctor

- Call the Medicaid Help Line at **800-335-8957**.
- Find a doctor who takes Medicaid by going to **hhs.texas.gov > Services > Questions About Your Benefits > Find a Doctor**.

Going to the Emergency Room or an Urgent Care Clinic

Most problems don't need a trip to the emergency room. You should go only if it's an emergency and you need treatment right away.

If your medical need is not an emergency but you can't visit your doctor, you can go to an urgent care clinic. Urgent care clinics usually have night and weekend hours. You must go to a clinic that takes Medicaid. To find one near you, call **800-335-8957**. Call 7 a.m. to 7 p.m., Central Time, Monday through Friday.

To avoid trips to the emergency room or an urgent care clinic:

- Ask your doctor what health problems you should call them about.
- Find out when your doctor's office is open and if they're open on weekends.
- Ask for a phone number that you can call after hours.

Getting the Medicine That You Need

Medicaid pays for most medicine that your doctor says you need. Your doctor will write a prescription for you to take to the drugstore.

- Children 20 years of age or younger don't have a limit on medicines.
- Most adults (21 and older) have a limit of three medicines each month.
- Medicine that helps you quit smoking doesn't count toward the limit of three medicines each month.

What If My Medicine Needs "Pre-approval"?

Some medicine needs to be pre-approved before you can pick it up from the drugstore. The drugstore will need to get this pre-approval from your doctor.

If they can't reach your doctor right away, they should give you a three-day supply until your doctor approves the medicine.

Finding a Medicaid Drugstore

You'll need to find a drugstore that takes Medicaid. You should use the same drugstore every time you need medicine. To find a drugstore:

- Call **2-1-1** or the Medicaid Help Line at **800-335-8957**.
- Go to hhs.texas.gov > **Services** > **Questions About Your Benefits** > **Find a Drug Store**.



◀ Scan this code to learn more

Getting Medical Supplies and Equipment

You can get the following supplies at drugstores that take Medicaid:

- Diabetic supplies, such as test strips, syringes, needles, monitors, and lancets
- Spacers 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
- Some vitamin and mineral products if you are 20 years of age or younger
- Wheelchairs
- Bathroom equipment
- Crutches

Medical supplies and equipment don't count toward the limit of three medicines each month for adults.



Getting a Ride to the Doctor, Dentist, or Drugstore

The Medical Transportation Program (MTP) will arrange free rides for people who don't have a way to get to Medicaid-covered services. Children with Medicaid must ride with an adult. The adult can be a parent, guardian, or another adult approved by the parent or guardian. You can get rides to:

- Pick up medicines covered by Medicaid at a drugstore.
- Go to a Medicaid doctor, dentist, or therapist.
- Lab tests.

How Do I Get a Ride?

If you have a health plan or dental plan, call your plan at the phone number on the back of your member ID card, or call the transportation phone number on their website.

If you don't have a health plan, call us toll-free at **877-633-8747** (877-MED-TRIP) to schedule a ride.

Make Sure to Plan Ahead

Before you call to schedule your ride, set up an appointment with your doctor or provider.

You should call MTP at least two workdays before you need a ride locally or within your service area. If you need a ride sooner than that, you may

be able to get one. Same-day rides are available when:

- Your doctor or dentist must see you on the same day.
- You're released from a hospital, clinic, or other health care facility.
- You need a ride to a drugstore.

If you need to travel out of town or out of your service area, call at least five workdays before you need a ride.

When you call, you'll need to:

- Have your or your child's Medicaid ID, Children with Special Health Care Needs Services Program number, or Social Security number.
- Tell us the address where we'll pick you up. If there is a phone number at the place where we are picking you up, we need that too.
- Give us the name, address, and phone number of the doctor, dentist office, drugstore, or place you plan to go. We'll also ask you for the date, time, and reason for your visit.
- Tell us if you or your children have any special needs, like a wheelchair or walker, or if they require an extra seat for a personal care attendant, so we can send the right type of vehicle.

You can learn more about the Medical Transportation Program at [texasahs.org/medicaltransportationservices](https://www.texasahs.org/medicaltransportationservices).



Medicaid Buy-In Programs

Medicaid Buy-In for Children

The Medicaid Buy-In for Children (MBIC) program offers low-cost Medicaid services to children with disabilities in families that make too much money to get Medicaid. MBIC covers the same services as Medicaid.

You might be able to get MBIC for your child if they:

- Are 18 years of age or younger.
- Have a disability.
- Are a U.S. citizen or qualified non-citizen living in Texas.

To apply for MBIC, go to hhs.texas.gov/services/health/medicaid-chip/programs-services/children-adults-disabilities/medicaid-buy-children. You can also apply by calling **2-1-1** or visiting a local Texas Health and Human Services Commission (HHSC) office.

Medicaid Buy-In for Adults

The Medicaid Buy-In (MBI) program offers low-cost Medicaid services to adults with disabilities who work. You might be able to get MBI if you:

- Have a disability.
- Are working and live in Texas.
- Don't live in a state institution or nursing home all the time.
- Get home and community-based services through a Medicaid waiver program, such as Community Living Assistance and Support Services (CLASS).

To apply for MBI, go to hhs.texas.gov/services/health/medicaid-chip/programs-services/children-adults-disabilities/medicaid-buy-adults. You can also apply by calling **2-1-1** or visiting a local HHSC office. If you have questions, call **877-541-7905** (pick option 2).



Mental Health and Substance Use

Medicaid covers many mental health and substance use services, like:

- An evaluation — a visit to find out what type of help you need.
- Individual, family, and group counseling.
- Testing.
- Medicine.
- Hospital care.
- Screening and treatment for substance use (alcohol or drugs).
- Emergency services.
- Case management and rehabilitation.
- Recovery and support.

How Do I Get Help for Mental Health Issues or Substance Use?

Ask your doctor to help you find a provider that fits your needs. A provider can be a doctor, therapist, hospital, community mental health center, or drug treatment facility.

To learn more:

- Go to hhs.texas.gov > **Services** > **Health** > **Mental Health & Substance Abuse**.
- Go to mentalhealthtx.org.

Other Medicaid Programs

The Health Insurance Premium Payment (HIPP) Program

HIPP helps families with at least one person who is eligible for Medicaid pay for their employer-sponsored health insurance premiums. Premiums are the amount you pay every month for your health insurance.

HIPP will pay your health plan's premium if it costs less than covering your family through Medicaid. The program allows you to keep the insurance you get through your job and keep your Medicaid benefits.

- The family member who has Medicaid and the family member who can get employer-sponsored health insurance can be any age.
- The employer-sponsored health plan must be able to cover the family member who has Medicaid.

When you join, the state will pay you back for your premiums, and you'll be able to choose from more health care providers than with Medicaid alone.

Deductibles and Co-Payments If You Have HIPP

A deductible is what you pay for covered health services before an insurance company will start to help you with your medical bills. A co-payment is what you pay for a covered health service after you've paid your deductible.

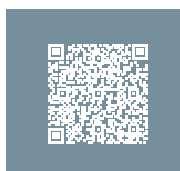
- If you have HIPP, have Medicaid, and choose a Medicaid provider, you don't pay the deductible or co-pay.
- If you have HIPP, have Medicaid, and choose a non-Medicaid provider, you must pay the deductible and co-pay, if required.
- If you have HIPP and don't have Medicaid, you must pay the deductible and co-pay, if required.

To learn more:

- Call the HIPP Helpline at **800-440-0493**, 7 a.m. to 7 p.m., Central Time, Monday through Friday.
- Go to hhs.texas.gov/services/health/medicaid-chip/programs-services/children-families/health-insurance-premium-payment-program.



Scan this code to learn more



Services for Women

Medicaid for Pregnant Women

Medicaid for Pregnant Women offers full Medicaid benefits during pregnancy and through the twelfth month after the baby's birth. Services also include:

- Prenatal doctor visits.
- Prenatal vitamins.
- Labor and delivery.
- Checkups and other benefits for the baby after leaving the hospital.
- Maternal mental health screenings and treatment.

Medicaid Family Planning Services

Medicaid Family Planning services include:

- Family planning office visits and annual exams.
- Lab tests.
- Birth control.
- Medicines and supplies.
- Medical counseling and education.
- Sterilization and sterilization-related procedures.

If you don't qualify for Medicaid Family Planning services, you might be able to get services from the Healthy Texas Women program or the Family Planning Program.

For questions or to find a doctor, call **800-335-8957** from 7 a.m. to 7 p.m., Central Time, Monday through Friday. After you pick a language, choose option 5. Or go to healthytexaswomen.org.

Long-Term Care Services

Medicaid Long-Term Services and Supports

Children and adults with disabilities and adults age 65 or older can get long-term services and supports through some Medicaid programs. Some programs have an interest list, and you may have to wait until a spot in the program becomes available.

You must apply for and be approved to get services. Depending on your needs, you can get services at home or other settings.

Long-term services and supports can include:

- Help dressing, bathing, and using the bathroom.
- Help fixing meals, grocery shopping, and eating or meal delivery.
- Help with cleaning house and doing laundry.
- Help with learning how to care for oneself.
- Hospice services (end-of-life care).
- Skilled nursing.
- Respite care (relief for the unpaid caregiver).
- Protective supervision for people with memory impairment or physical weakness.
- Dental services, adaptive aids, and minor home modifications.
- An electronic monitoring system for emergency assistance.
- Residence in a three- or four-person home, an adult foster care setting, or an assisted living facility.
- Residence in a nursing home or an intermediate care facility.

In some programs, a caseworker or service coordinator can help you get the services you need.

To learn more:

- Call **855-937-2372**.
- Call **877-438-5658** for information on long-term services and supports waiver programs.
- Go to hhs.texas.gov > **Services > Aging > Care for People 60+**.
- Go to hhs.texas.gov > **Services > Disability**.



SERVICES FOR CHILDREN

Texas Health Steps

Texas Health Steps is for children and youth, 20 years of age or younger, who have Medicaid. Texas Health Steps helps find and treat medical and dental problems early, makes sure your child gets their vaccines, and offers education to keep your child healthy. Services include:

- Free medical checkups starting at birth.
- Free dental checkups starting at 6 months of age.
- Help finding a doctor or dentist.

If you have questions or need help, call Texas Health Steps at **877-847-8377**.

Texas Health Steps Checkups

Children need medical and dental checkups even when they are healthy. Texas Health Steps will send you a letter when your child is due for a medical or dental checkup.

Medical checkups include:

- A head-to-toe physical exam.
- Vaccines.
- Lab screenings and tests.
- Health education.
- Referrals to specialists, if needed.

Dental checkups include:

- Oral exams.
- Teeth cleaning.
- Cavity treatments.
- Dental health education.
- Fluoride and sealants.
- Referrals to specialists, if needed.

Case Management for Children and Pregnant Women

Case management for children and pregnant women provides health-related services to children from birth through 20 years of age with a health condition and pregnant women who have a high-risk pregnancy. Case managers can help you get needed medical, social, and educational services.

A case manager can:

- Help you with school or education issues.
- Help you get mental health services, including testing and treatment.
- Help you with issues like substance use, homelessness, or domestic violence.

If you need a case manager, call Texas Health Steps Case Management at **877-847-8377** (877-THSTEPS) or visit the website at hhs.texas.gov/services/health/medicaid-chip/medicaid-chip-members/texas-health-steps.

Therapy Services for Children

Children may also be able to get therapy services, including physical therapy, occupational therapy, and speech therapy through Texas Health Steps.

Children or youth 20 years of age or younger with autism may be able to get Medicaid autism services, including applied behavior analysis. Applied behavior analysis helps to encourage positive and adaptive behaviors across everyday settings.

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. If your child is eligible, a specialist works with you to create a family service plan to address your child's unique needs. By working with the entire family, HHS can help children develop the concepts and skills needed to realize their full potential.

This program can:

- Provide non-visual skills training in areas such as cooking, social activities, and personal care.
- Provide support and training to parents and caretakers so that they understand their rights and responsibilities throughout the educational process.
- Provide resources and information to help your child to meet their individual goals.
- Help your child be active in various community settings.
- Help your child find and develop vocational related activities.

To learn more:

- Email BlindChildrensProgram@hhs.texas.gov.
- Call **877-787-8999**, pick a language, and then pick option 3.
- Go to hhs.texas.gov > **Services > Disability > Blind and Visually Impaired**.

Early Childhood Intervention

Early Childhood Intervention (ECI) services help children from birth to 36 months who have disabilities or delays in growing or learning to get the help they need.

Children grow and learn more in their first 36 months than at any other time in their lives. ECI can check to see if your child's growth and learning are on target. If any issues are found, ECI can check to see what services your child can get.

To learn more:

- Call **877-787-8999**, pick a language, and then pick option 3.
- Go to hhs.texas.gov > **Services > Disability > Early Childhood Intervention Services**.



RIGHTS AND RESPONSIBILITIES

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 if they are accepting people with Medicaid.
- Take a reasonable amount of time to pick your doctor.
- Change to another doctor in a fair and easy way.
- Get another doctor's opinion about your treatment.
- Get help, at no charge to you, to talk 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 that 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 notes what happened in your file. This file is kept private. Your doctor can give out your file only if you agree.

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.

If you change to another doctor, you can ask that your records be sent to your new doctor. If you or your new doctor don't receive a copy of your health records within three workdays, you can call **2-1-1** or **800-335-8957**.

Your Right to a Fair Hearing

A fair hearing is a chance for you to tell us the reasons that you think you should have a Medicaid service that 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 **800-414-3406**. If you would like to ask for a fair hearing in writing, send a letter 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 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 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 will also listen to the reasons that 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 that you asked for the hearing.

Your Right to File a Complaint

If you have a complaint about Medicaid services, call **2-1-1** or **877-541-7905**. After you pick a language, pick option 2. If you don't get the help that you need there, contact the HHS Office of Ombudsman by:

Mail: HHS Office of Ombudsman
PO Box 13247
Mail Code H-700
Austin, TX 78711-3247

Phone: **877-787-8999**

Relay Texas: **7-1-1** or **800-735-2989** (for people with a hearing or speech disability)

Fax: **888-780-8099**

Your Right to Be Treated Fairly

Contact the HHS Civil Rights Office right away if any of 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 weren't 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 HHS Civil Rights Office by:

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

Phone: **888-388-6332** or **512-438-4313**

To see a list of area offices, go to hhs.texas.gov > **About HHS > Your Rights > Civil Rights Office > Contact Us**.

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

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

To learn more, go to hhs.texas.gov > **About HHS > Your Rights > Civil Rights Office**.

Your Responsibilities

Report Changes to Your Case

Tell us about important changes to your personal information within 10 days of the change like:

- Your address or phone number.
- The bills you pay.
- People living in your home.
- The amount of money you earn.

You must also tell us about any other health insurance you have.

- You might be able to get or keep Medicaid benefits even if you have other insurance.
- If a Medicaid doctor takes you as a Medicaid patient, the doctor must file claims with your other insurance first.

You can report changes by logging into **YourTexasBenefits.com** or the Your Texas Benefits mobile app. You can also call **2-1-1** or **877-541-7905**. After you pick a language, press 2.

Report Medicaid Waste, Abuse, or Fraud

Let us know if you think a doctor, pharmacist, other health care provider, or someone getting Medicaid is doing something wrong. For example, tell us if you think someone is:

- Getting paid for Medicaid services that weren't given or needed.
- Getting Medicaid services that aren't 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 they have.

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

- Go to **oig.hhsc.texas.gov**. Click on "Report Fraud." Fill out the online form.
- Call **800-436-6184** or call 2-1-1. Pick option 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

Report Accidents and Injuries

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

If Medicaid paid for medical care that you got for an accident or injury, you must call **800-846-7307** (option 3). Call 8 a.m. to 5 p.m., Central Time, Monday through Friday.

When you call, give:

- Your name.
- Your Medicaid ID number. This is on your Medicaid card.
- The 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.
- An insurance company is involved.
- You filed a claim for this accident or injury.

You also must tell us about any legal cases that you or your family file for being hurt. Tell us the name and address of the lawyer working on your legal case. Also tell us the name of the insurance company involved in the case. Follow all these rules to keep your Medicaid benefits.

You can fax your information to **512-514-4225** (not toll-free) or mail your information to:

TMHP TPL-Tort Department
PO Box 202948
Austin, TX 78720-2948