

HOW TO SUBMIT A COMPLAINT

Unhappy with your health plan or Medicaid services? Let us know. You can submit a complaint to tell us what's wrong. Here's how:

STEP 1: Call your health plan

Your health plan's phone number is on your **health plan ID card.**



or

If you don't have a health plan, call the Medicaid helpline at 800-335-8957.

STEP 2: If you still need help...

Call the Office of the Ombudsman:

866-566-8989 8 a.m.-5 p.m. Central Time, Monday through Friday



Fill out this form

http://bit.ly/ComplaintSubmission

The Office of the Ombudsman can help fix problems with your Medicaid coverage. If it's urgent, the team will handle your complaint as soon as possible.



Visit our website: bit.ly/MedicaidCHIPContacts

For CHIP health plan complaints email ConsumerProtection@tdi.texas.gov.