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

or

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.

What to expect

- Call you back within one business day
- Start working on your complaint
- Check in with you once every five business days until it’s resolved
- Tell you what happened and anything you might need to do

When you call, you’ll need

- Your Medicaid ID card number
- Your name, birthday and address

If it’s a problem with your doctor, your medication or the medical equipment you use, you might need:

- A phone number for your doctor, drugstore or medical equipment company
- Paperwork related to your complaint like letters, bills, or prescriptions

Visit our website: bit.ly/MedicaidCHIPContacts

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