

Have a question or problem with Texas Health and Human Services?

Om-buds-man: a protector or defender of a citizen's rights.

We review your concern when a program's normal complaint process is unable to address the issue.

An ombudsman will:

- Make referrals and recommendations as needed.
- Answer your questions about HHS Services.
- Check that our actions are getting you the correct services.
- Coordinate resolution of your complaint.

The process:



When you call, you will be asked if you have already talked to someone about your concern. Then, the ombudsman will listen to your complaint or question.



The ombudsman will research the issue.



We may contact other experts to help you.



The ombudsman will follow up with you.

The HHS Ombudsman cannot:

- Give legal advice.
- Reverse an HHS program or policy decision.
- Act on personnel or discrimination matters (they will be referred to Human Resources or Civil Rights).



Resources:

For information on services or help applying for benefits, call 2-1-1 or 877-541-7905.

Your Texas Benefits

www.YourTexasBenefits.com

Local resources

www.211Texas.org

Medicaid Health Plan Help

866-566-8989

Relay Texas / TTY Hotline

7-1-1 or 800-735-2989

The
HHS Ombudsman
can help!

Toll-free:

877-787-8999

hhs.texas.gov/ombudsman

Contact us Monday – Friday
8 a.m. – 5 p.m.



HHS Office of the Ombudsman
hhs.texas.gov/ombudsman
877-787-8999 Fax: 888-780-8099
P.O. Box 13247, Austin, Texas 78711-3247

17D0150