



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

HHS Ombudsman can help!

**Toll-free
877-787-8999**

hhs.texas.gov/ombudsman

Monday – Friday, 8 a.m. – 5 p.m.



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.



TEXAS
Health and Human
Services

*Office of the
Ombudsman*