



TEXAS

Health and Human
Services

OFFICE OF THE OMBUDSMAN

REFERENCE GUIDE

HHS Office of the Ombudsman

hhs.texas.gov/ombudsman
877-787-8999 Fax: 888-780-8099
P.O. Box 13247, Austin, TX 78711-3247

For questions or complaints concerning Texas Health and Human Services, including SNAP food benefits, Medicaid and CHIP, and temporary cash help

Your Texas Benefits

yourtexasbenefits.com
For help applying for benefits, call 2-1-1
or 877-541-7905.

Texas Information and Referral Network

211texas.org
To access information about health and human services in your community, call 2-1-1 or 877-541-7905.

Managed Care

For questions and complaints about your Medicaid managed care health plan, call 866-566-8989.

Aging and Disability Resource Center

ADRC offers help with long-term care services or supports for older adults and people with disabilities. Call 855-YES-ADRC (855-937-2372).

Medical Transportation Program

If you need a ride to the doctor, drug store, or any place you get Medicaid services, call 877-633-8747.

CHIP and Children's Medicaid

chipmedicaid.org

Healthy Texas Women

healthytexaswomen.org

Relay Texas / TTY Hotline

7-1-1 or 800-735-2989

Report fraud or abuse

800-436-6184

Report abuse of children, older adults or people with disabilities

800-252-5400