



# **Your Texas Benefits Self-Service Updates for Medicaid Waiver Interest Lists**

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# Introduction



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- Background
- Overview of self-service options for Medicaid Waiver Interest Lists
- Key Information

# Background

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- Your Texas Benefits (YTB) updated to allow individuals or their representative to add, update, or view an interest list request and update information in the Community Service Interest List (CSIL) system



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# Self Service Options 1 of 12

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- Self-service options are access through [www.yourtexasbenefits.com](http://www.yourtexasbenefits.com) (YTB)
- Add interest list requests for waiver programs, except Home and Community-based Services (HCS) and Texas Home Living (TxHmL)
- After an individual is added to an interest list, the individual has the option to:
  - Update contact information, such as address, phone or primary or alternate contacts
  - View status on interest list
  - Update the questionnaire



# Self-Service Option 2 of 12

## Log In or Create an Account

Your Texas Benefits

Help | Español | Application Status | Log In

### Log in

Username

Remember username

Password

[LOG IN](#)

[Forgot username](#) | [Forgot password](#)

Don't have an account?

[CREATE AN ACCOUNT](#)

[Apply without an account](#)

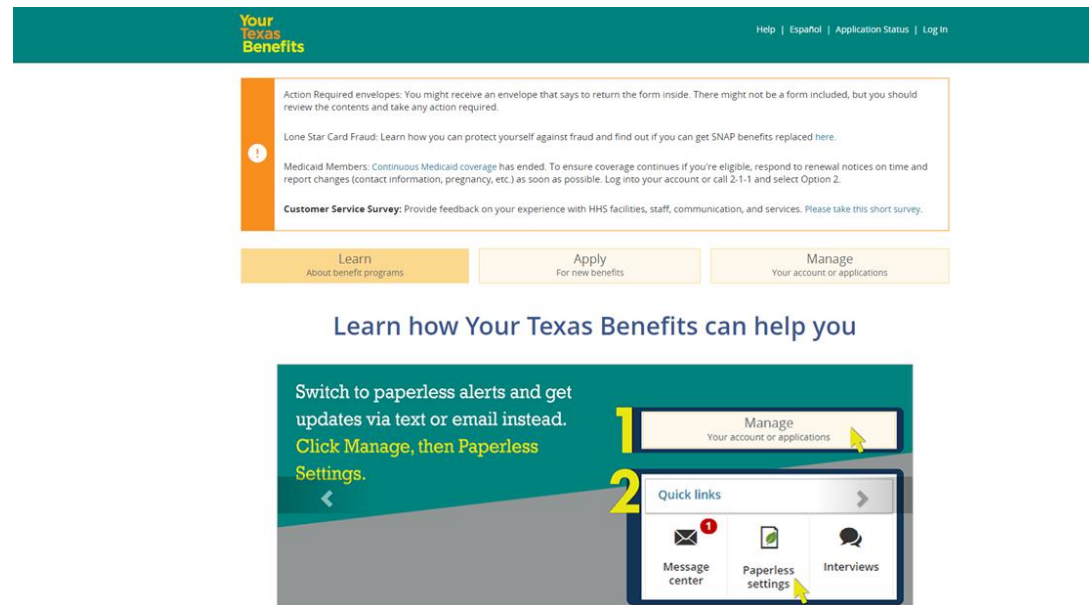
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Website Privacy and Security Statement | Civil rights | Notice of Privacy Practices | Texas.gov

Log in or  
create a  
Your Texas  
Benefits  
account

# Introduction to Self-Service 3 of 12

## Home Screen



The screenshot shows the 'Your Texas Benefits' home screen. At the top, there is a teal header with the logo and navigation links for 'Help', 'Español', 'Application Status', and 'Log In'. Below the header, there are three informational cards: 'Action Required envelopes', 'Lone Star Card Fraud', and 'Medicaid Members'. A 'Customer Service Survey' link is also present. Three main action buttons are displayed: 'Learn About benefit programs', 'Apply For new benefits', and 'Manage Your account or applications'. A central heading reads 'Learn how Your Texas Benefits can help you'. Below this, a mobile app interface is shown with a 'Manage' button at the top and a 'Quick links' section containing 'Message center', 'Paperless settings', and 'Interviews'.

The following slides provide information about what individuals, or their representatives, see in YTB.



# Self-Service Option 4 of 12

## Landing Page

The screenshot displays a user's self-service landing page with the following sections:

- My tasks:** A notification box with a bell icon stating "Complete setting up MFA. 2 of 3 chances left to complete." with a link to "Complete MFA enrollment".
- My cases:** A list of cases for user Johnathon Abrahms. The first case (1039235343) includes "SNAP" (Ready for renewal) and "Medicaid" (Approved). The second case (4749377924) includes "TANF" (Pending). Each case has a "See details" link.
- Quick links:** A grid of six buttons: Message Center, Paperless Settings, Interviews, Medicaid & CHIP Services, Find support services, and Interest List Manager.
- Case Activity:** A vertical list of expandable sections: Submissions, Change reports, File uploads, Consent form, and DSNAP Applications.

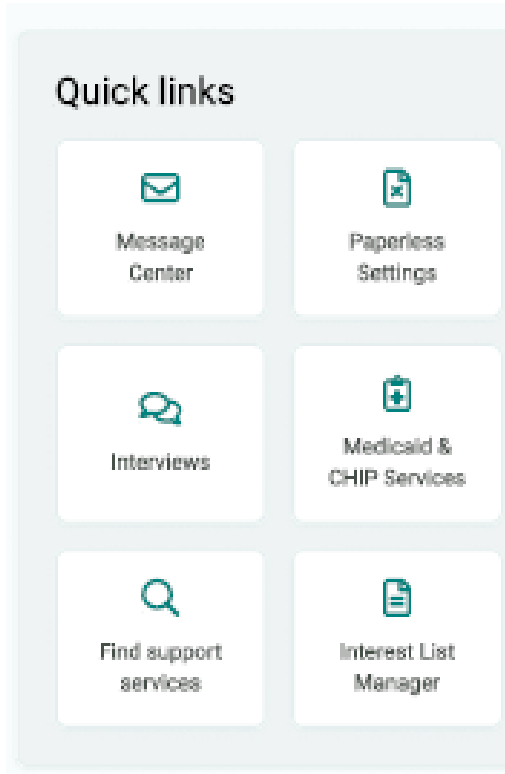
To access Interest List information, select **Interest List Manager** from the Quick Links menu.



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# Self-Service Option 5 of 12

## Quick Links



This link allows users to:

- Add in interest list request
- View status on the interest list
- Update contact information, including the questionnaire



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# Representatives 6 of 12

Learn Apply **Manage** LTSS Screenings PEBT Benefits

[← Back to Manage](#)

## Interest List Manager

There are long-term services and support programs that may be able to help with your health and living needs. With an Interest List ID, you can join interest lists to request help from these programs. You can create an Interest List ID or link to an existing one.

### My Interest List ID

Search for your Interest List ID. If you don't have one, you can create one.

[Find my Interest List ID](#)

**Interest List IDs for which I'm a contact**

If you've been listed as a contact for someone else's Interest List ID, add it here.

[+ Add an Interest List ID as a contact](#)

**CREATE AN INTEREST LIST ID**

#### Have questions?

Visit the [Help Center](#) to learn more about how interest lists work.

[View contact information for interest list programs](#)

A contact person may be designated for interest list requests. Designated contacts must be on file to create a link between YTB and CSIL.



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## Interest List Manager

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[+ Add an Interest List ID as a contact](#)

**Have questions?**

Visit the [Help Center](#) to learn more about how interest lists work.

[View contact information for interest list programs](#)

From the home page, you can view your interest list ID or view Interest List IDs for which the user is a contact.



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## My Interest List ID

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### Interest List Manager

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#### My Interest List ID

We found an Interest List ID that may be yours.  
Is this your information?

Name	John Doe
Date of birth	01/01/1990
Interest List ID	XXXXXXXX789

#### Have questions?

Visit the [Help Center](#) to learn more about how interest lists work.

[View contact information for interest list programs](#)

**YES, THIS IS MY INFORMATION**

Confirm and link an existing Interest List ID.



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# Self-Service Option 9 of 12

## Join an Interest List

Interest List ID: 8579837421

### Join interest lists

Join interest lists for programs that you think can meet your needs. Note that some interest lists can only be joined by phone. You can read more about each program by expanding its card.

Programs

- Community Living Assistance and Support Services (CLASS)
- Deaf Blind with Multiple Disabilities (DBMD)
- Medically Dependent Children Program (MDCP)
- STAR+PLUS HCBS Program (STAR+PLUS)

Have questions?  
Visit the [Help Center](#) to learn more about how interest lists work.  
[View contact information for interest list programs](#)

Interest lists you have to join by phone

You can only join interest lists for the programs below by calling. Speak to your Local Intellectual and Developmental Disability Authority (LIDDA) to learn more.  
[Find my Local Authority office](#)

Programs

- Home and Community-based Services (HCS)
- Texas Home Living (TxHmL)

[JOIN](#)

Users may:

- Select the programs they would like to join
- Receive contact information for interests lists which must be joined by phone
- View contact information if they have questions



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# Self-Service Option 10 of 12

## Add a Contact

### Add contact

Add a contact if you want to let someone help you with your interest lists. That person will be able to review your information and sign you up for interest lists. We'll also reach out to them if we can't get in touch with you. You can add as many contacts as you'd like.

#### Personal information

First name

\* Required

Middle name

Last name

\* Required

Relationship to you

\* Required

NEXT →














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# Contact Information 11 of 12

## Edit or Remove Contacts

Contacts (6) [+ Add contact](#)

<b>Jenn Doe</b> Wife	Remove  <a href="#">Edit </a>
<b>Sarah Doe</b> Sibling	Remove  <a href="#">Edit </a>
<b>Trevor Doe</b> Son	Remove  <a href="#">Edit </a>
<b>Angie Doe</b> Daughter	Remove  <a href="#">Edit </a>
<b>Dorothy Doe</b> Grandparent	Remove  <a href="#">Edit </a>

[Show all contacts](#) 



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# Self-Service Option 12 of 12

## View Interest Lists

**Your Texas Benefits** Help | Español | Application Status | Log In

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[← Back to Interest List Manager](#)

Interest List ID: 8579837421

### My Interest List ID

Interest lists (10) [+ Join interest lists](#)

<b>Community Living Assistance and Support Services (CLASS)</b> <b>INTERESTED</b> You're 100 of 2,500 on the list	<b>Interest List ID information</b> This includes personal, contact, and services information. It's used for interest lists only. <a href="#">Edit Interest List ID information</a>
<b>Deaf Blind with Multiple Disabilities (DBMD)</b> <b>RELEASED</b> You're being considered for this program	<b>My contact information</b> <b>Address:</b> 16352 Crockett Crossing, Apt 201 Conroe, Texas 77303 Montgomery County
<b>Home and Community-based Services (HCS)</b> <b>INTERESTED</b> You're 100 of 2,500 on the list	
<b>Medically Dependent Children Program (MDCP)</b> <b>CLOSED</b> You're no longer on this interest list	



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# Viewing Interest List Information

## View Interest List Details

### STAR+PLUS HCBS Program (STAR+PLUS) ↑

**CLOSED** You're no longer on this interest list

You're no longer on the interest list for this program. You weren't able to get help because you're not a Texas resident.

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Close date 04/18/2023

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Closure reason 04/12/2023

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Release date 04/14/2023

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Registration date 04/12/2023

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**Program description**

A home and community-based program that provides long-term services and supports. This is a Medicaid managed care program for adults with disabilities or age 65 or older. It offers an alternative to institutional care.

**Services include:**

- Adaptive aids
- Adult day activity and health services
- Adult foster care
- Assisted living
- Dental treatment
- Emergency response services
- Employment services
- Minor home modifications
- Nursing
- Personal attendant services
- Professional therapies
- Respite
- Unlimited prescription medication

[Learn more about STAR+PLUS](#) ↗



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**Thank you!**

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