



# **End of Continuous Medicaid Coverage FAQ**

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**January 2023**



**TEXAS**  
Health and Human  
Services

## End of Continuous Medicaid Coverage FAQ

### 1. What is the Public Health Emergency, and why is it important for my benefits?

In response to the COVID-19 pandemic, the federal government declared a public health emergency (PHE) on Jan. 27, 2020. This allowed Texas to provide you with continuous Medicaid coverage.

### 2. When will continuous coverage for Medicaid end?

Based on new federal law, continuous Medicaid coverage will end on March 31, 2023. HHSC will reach out to you when it's time to renew your coverage. It is important for you to respond to any renewals or information requests from HHSC to ensure you keep your coverage if you are still eligible.

You should be on the lookout for notices from HHSC. These notices are mailed in a yellow envelope that says Action Required in red.

You will also be sent a notice electronically if you have a Your Texas Benefits account and opted to go paperless.

Log in to your account at [YourTexasBenefits.com](https://YourTexasBenefits.com) and click Select Details for your case. If it's time for you to renew your benefits, it will say Yes in the Time to Renew column.

### 3. What should I do now to ensure my Medicaid coverage continues if I am eligible?

You should respond to any request HHSC sends you. When you get a notice that your renewal is due, follow the instructions to complete and return the information as soon as possible. This will ensure that your benefits continue if you are eligible.

**The best way to complete your renewal is online at [YourTexasBenefits.com](https://YourTexasBenefits.com).**

You can also submit your application, renewal form and requested information by:

- Mail.

- Fax.
- Calling 2-1-1 and choosing Option 2 after picking a language.
- Visiting a local office or a community partner. To find an HHSC office or a community partner, visit [yourtexasbenefits.com/Screeners/FindanOffice](https://yourtexasbenefits.com/Screeners/FindanOffice), or call 2-1-1 and choose Option 2 after picking a language.

You can create a Your Texas Benefits online account or download the Your Texas Benefits mobile app to view your account information, update your contact information or report a change, and download verifications requested by HHSC. Visit [YourTexasBenefits.com](https://YourTexasBenefits.com) to get started. You can also sign up for electronic alerts to stay informed about your case.

You must continue to report all changes and return all requested information, including renewal forms. You can report a change by going to [YourTexasBenefits.com](https://YourTexasBenefits.com), using the mobile app, or calling 2-1-1 and choosing Option 2 after picking a language.

#### **4. If I'm currently receiving Medicaid, will I need to submit a new application?**

Only some people may need to submit a new application. Members will receive a notice or a request for information from HHSC that may include completing an application or renewal form or providing additional verification.

**The best way to submit an application or respond to those requests is online at [YourTexasBenefits.com](https://YourTexasBenefits.com).**

You can also submit your application, renewal form and information by:

- Mail.
- Fax.
- Calling 2-1-1 and choosing Option 2 after picking a language.
- Visiting a local office or a community partner. To find an HHSC office or a community partner, visit [yourtexasbenefits.com/Screeners/FindanOffice](https://yourtexasbenefits.com/Screeners/FindanOffice) or call 2-1-1.

#### **5. Why is it important for me to renew my coverage now?**

If you are eligible, completing your renewal now will help make sure you don't lose your coverage later or have a gap in coverage.

If you renew your coverage now and are eligible, you will not need to renew your benefits again until your certification period ends.

## **6. How do I know if I need to renew my Medicaid coverage?**

You will get a letter in the mail from HHSC, or if you signed up for electronic notices through Your Texas Benefits you will get an email or text informing you there is a letter posted to your account. You can also check if it's time for you to renew by logging in to your account on [YourTexasBenefits.com](https://YourTexasBenefits.com) or the mobile app, or by calling 2-1-1 and choosing Option 2 after picking a language.

If you are the head of household or an authorized representative, you will be able to apply, renew and report changes on the [YourTexasBenefits.com](https://YourTexasBenefits.com) website. You can also access your renewal and make changes from the mobile app.

## **7. What happens after I turn in my renewal?**

Once you turn in your renewal, HHSC will review your application and may ask for missing information or information not available from other sources.

If you are still eligible, you will receive a notice from HHSC that says your Medicaid eligibility is renewed.

## **8. If I am determined ineligible for Medicaid, what are the other available options for me?**

During the Medicaid renewal process, HHSC will evaluate your eligibility for other HHSC health care programs, such as Healthy Texas Women (HTW) and the Children's Health Insurance Program (CHIP).

### **Health Insurance Marketplace**

If HHSC determines that you are not eligible for Medicaid after continuous coverage ends, you may receive information to explore other health insurance options, like through the Health Insurance Marketplace. As federally required, members' applications are sent automatically to the Marketplace if they are not eligible for medical coverage through HHSC. You can go to [HealthCare.gov](https://HealthCare.gov) or call 800-318-2596 to learn more or find someone to help you with your application.

### **Primary Health Care Services**

HHSC's Primary Health Care (PHC) Services Program works with clinic sites across Texas to ensure eligible Texas residents can get comprehensive primary health care services to prevent, detect and treat health problems. The PHC Services Program serves men, women and children. You can visit [hhs.texas.gov/services/health/primary-health-care-services-program](https://hhs.texas.gov/services/health/primary-health-care-services-program) to see if you or someone you know is eligible and find out how to apply for services.

### **Family Planning Program**

HHSC's Family Planning Program (FPP) is dedicated to offering women's health and family planning services to eligible women and men in Texas. The program offers a wide range of women's health and core family planning services that can have a positive effect on future pregnancy planning and general health. Visit [HealthyTexasWomen.org](https://HealthyTexasWomen.org) to see if you or someone you know is eligible and find out how to apply.

### **Mental Health Services**

HHSC contracts with 37 local mental health authorities and two local behavioral health authorities to deliver mental health services in communities across Texas. HHSC will not deny you mental health services, and the charge for services is based on your ability to pay. Visit [hhs.texas.gov/services/mental-health-substance-use](https://hhs.texas.gov/services/mental-health-substance-use) to learn more and find services in your area.

### **HIV Medication Program**

You may receive help with your medications through the Texas HIV Medication Program (THMP) or Patient Assistance Programs (PAPs). PAPs are programs created by pharmaceutical medication manufacturers to help patients who meet financial criteria purchase necessary medications. Through these programs, prescription medications may be made available at no cost or at a minimal fee for individuals who do not have insurance or are underinsured. Your local community organization may also be able to help you find other local resources for your medications and HIV care. For more information about THMP, visit [dshs.texas.gov/hivstd/meds](https://dshs.texas.gov/hivstd/meds).

## **9. What is the best way to ensure that I stay up to date on my benefits?**

Create an account at [YourTexasBenefits.com](https://YourTexasBenefits.com) so you can view your account information, update your contact information, submit a renewal and respond to requests from HHSC. You can also sign up for electronic alerts and reminders, such as text and email messages, to stay informed about your case.

## 10. What can I do if I want to file a complaint or appeal a case decision?

You may be able to appeal any Medicaid case decision that you disagree with or file a complaint by mailing a letter to HHSC at: Texas Health and Human Services Commission, P.O. Box 149027, Austin, TX 78714-9027, calling 2-1-1 and selecting Option 2 after selecting a language or by visiting a [local eligibility office](#).

**Note:** You cannot appeal the ending of your SNAP emergency allotments as this is a federal decision.

If you have already filed a complaint with HHSC because you do not agree with the action taken on your case, or if you have a complaint about an HHSC program, service or benefit that has not been resolved to your satisfaction, you can file a complaint with the HHS Office of the Ombudsman:

- **Call:** 877-787-8999 (8 a.m. to 5 p.m., Central time, Monday through Friday)
- **Go online:** [hhs.texas.gov/ombudsman](https://hhs.texas.gov/ombudsman)
- **Fax:** 888-780-8099 (toll-free)
- **Mail:** Texas Health and Human Services Commission  
Office of the Ombudsman, MC H-700  
P.O. Box 13247, Austin, TX 78711-3247

## 11. What if I forgot my password for my Your Texas Benefits account?

To reset your password, follow the steps below:

1. Click 'Log In' at the top of the page
2. Click 'Forgot password?'
3. Enter your username
4. Answer the security questions you created when setting up your account

**If you answer your security questions correctly,** you can create a new password.

**If you can't answer the security questions correctly,** call 2-1-1 or 877-541-7905 for assistance. After you pick a language, choose Option 2.

Due to strict security and privacy rules, we can't view or change your security questions.

## **12. What if I can't reset my password for my Your Texas Benefits account online?**

If you are unable to reset your password online, please do one of the following:

- **Call 2-1-1** or 877-541-7905. After you pick a language, choose Option 2.
- **Go to an HHSC benefits office.** You will need to show us proof of your identity, such as a driver's license or other photo ID.

## **13. Will my child's CHIP coverage change when continuous coverage ends?**

No. If your child is already receiving CHIP, their benefits will not change because of the end of continuous Medicaid coverage.

CHIP renewals will continue as usual during the end of continuous coverage, so you need to respond to any agency requests related to your child's CHIP benefits.

## **14. What do I do if my child is newly eligible for CHIP?**

If you are new to CHIP, you will choose a health plan for your child from the ones available in [your service area](#).

Depending on your income, you may have to pay an enrollment fee and co-pay for doctor visits and medicine. Enrollment fees are \$50 or less per family, per year. Co-pays for doctor visits and medicine range from \$3 to \$5 for lower-income families and \$20 to \$35 for higher-income families.

## **15. I am enrolled in the Healthy Texas Women (HTW) program. Will my HTW benefits change when continuous Medicaid coverage ends?**

HTW falls under HHSC's Medicaid program, and, because of this, those enrolled in HTW have been continuously enrolled since March 2020. As part

of the end of continuous coverage, HHSC will redetermine HTW eligibility, so you need to respond to any agency requests related to your HTW benefits. If you are determined ineligible for HTW, please see Question 8 above for other potential available options.

**16. I get SNAP benefits. Will my SNAP benefits change now that continuous Medicaid coverage has ended?**

Yes. In response to the COVID-19 pandemic, the federal government declared a public health emergency, and HHSC received federal approval from the U.S. Department of Agriculture (USDA) to extend the maximum allowable amount of SNAP benefits to recipients based on family size. All SNAP households received a minimum of \$95 in emergency allotments. Due to recent changes in federal legislation, those emergency allotments will end in February 2023. For more information, please refer to [HHSC's SNAP Emergency Allotment FAQ \(PDF\)](#).

SNAP renewals will continue during the unwinding of continuous coverage, so you need to respond to any agency requests related to your SNAP benefits.

**17. I get TANF benefits. Will my TANF benefits change when continuous coverage ends?**

No. If you are currently receiving TANF, your benefits will not change when continuous Medicaid coverage ends.

TANF renewals will continue as usual during the end of continuous coverage, so you need to respond to any agency requests related to your TANF benefits.