



HOW TO SUBMIT A COMPLAINT

Unhappy with your health plan or Medicaid services? Let us know.
You can submit a complaint to tell us what's wrong. Here's how:

STEP 1: Call your health plan

Your health plan's
phone number is on
your **health plan**
ID card.



or

If you don't have a
health plan, call the
Medicaid helpline at
800-335-8957.

STEP 2: If you still need help...

Call the Office of the Ombudsman:

866-566-8989

8 a.m.-5 p.m. Central Time,
Monday through Friday



or

Fill out

this
form



[https://heartbep-ext.hhs.state.tx.us/
omcatLandingPage](https://heartbep-ext.hhs.state.tx.us/omcatLandingPage)

The Office of the Ombudsman can help fix problems with your Medicaid coverage.
If it's urgent, the team will handle your complaint as soon as possible.

What to expect

- Call you back within **one business day**
- **Start working** on your complaint
- Check in with you once every **five business days** until it's resolved
- **Tell you what happened** and anything you might need to do

When you call, you'll need

- Your Medicaid ID card number
- Your name, birthday and address

If it's a problem with your doctor, your medication or the medical equipment you use, you might need:

- A phone number for your doctor, drugstore or medical equipment company
- Paperwork related to your complaint like letters, bills, or prescriptions

Visit our website: bit.ly/MedicaidCHIPContacts

For CHIP health plan complaints email ConsumerProtection@tdi.texas.gov.