

How to Submit a Complaint



TEXAS
Health and Human
Services



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:

877-787-8999

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



OR

Fill out
this
form



[Click Hyperlink](#)

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

Tell us what you might need to do

Visit our website: bit.ly/MedicaidCHIPContacts

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