

## Get help for winter storms

**Q: How can I get help?**

A: FEMA Disaster Assistance can help with your immediate needs. To find out if you're eligible for disaster assistance, apply online at [disasterassistance.gov](https://www.disasterassistance.gov) or call 1-800-621-3362.

**Q: How do I find a shelter?**

A: Call the American Red Cross at 1-800-RED-CROSS or go to their [website](#) to find a shelter near you.

**Q: Do I need to leave or stay where I am?**

A: Listen to your local radio and TV stations to hear what they're telling people to do to stay safe. These stations get their information from official government sources. Follow what they tell you to do. Find your [local news weather warnings](#).

**Q: How do I find a family member or loved one?**

A: Call the American Red Cross at 1-800-RED-CROSS. You can search their website for a missing person or register them as being "missing," but in a shelter. Please go to the [Family in the US](#) section of this page.

**Q: How do I find my lost pet?**

A: Call your local animal control facility or SPCA/animal shelter.

**Q: How do I replace my Amerigroup ID card if it is lost or stolen?**

A: [Log in to your secure account](#) and request one. You can also call Member Services at the toll free at the number on your ID card, and ask for a new one to be sent to you.

**Q: How do I replace my Medicare ID card?**

A: If you have Medicare, call 1-800-772-1213 or visit [faq.ssa.gov](https://www.faq.ssa.gov) and select **Online Services** to find out how you can get a replacement card.

**Q: Can I see a doctor right away?**

A: Visit [LiveHealth Online](#) or download the mobile app to have live video visits with doctors for nonemergency health conditions like a cough, cold, or minor sprains or strains.

Prescriptions and/or prescription refills can be provided by board-certified doctors if needed.

If you have an emergency, like trouble breathing, call 911 right away. You can also go to an urgent care center near you for things like a fever if you can't get to your regular doctor. Find one using our online provider directory.

**Q: Can I see a doctor who isn't in my plan?**

A: In most cases, you need to see a doctor in our plan for health care services. In an emergency, you can see any doctor or go to any hospital.

You may also visit [LiveHealth Online](#). Or download the mobile app to have live video visits with doctors for nonemergency health conditions. Prescriptions and/or prescription refills can be provided by board-certified doctors, if needed.

**Q: How do I get a refill for my prescriptions, extra medical supplies or replacement durable medical equipment?**

A: Call Member Services and ask to speak with a member advocate who can help you.

**Q: May pharmacists refill medications early?**

A: Yes. In an emergency, your doctor or provider can call the pharmacy directly and ask that your prescription is refilled early.

**Q: Do I get any extra Supplemental Nutrition Assistance Program (SNAP) food benefits?**

A: Yes. If you have SNAP benefits, you can have food lost as a result of the winter storms replaced. Go to the closest office to you and fill out Form H1855, Affidavit for Nonreceipt or Destroyed Food Stamp Benefits.

**Q: I lost my SNAP Electronic Benefit Transfer (EBT) card. How can I get another one?**

A: Call 1-800-777-7328 or visit [ebtege.com](http://ebtege.com) to report a lost or stolen card.

**Q: How do I get my Women, Infants, and Children (WIC) benefits?**

A: WIC participants who are evacuated and lost or left behind WIC foods or formula can go to any open WIC clinic to get replacement food benefits. Visit [dshs.texas.gov/wichd](http://dshs.texas.gov/wichd) or call 1-800-942-3678.

**Q: How do I get new copies of important documents?**

A:

- Birth and death certificates  
Contact the [vital records office](#) where you were born or where someone died
  
- [Texas Department of Public Safety - driver's license, ID cards and vehicle titles](#)  
512-424-2600
  
- Social Security cards  
To get a new card, you can:
  - Request a new one through your my Social Security account
  - Complete an application and mail it in
  - Go to your nearest Social Security office to get a new card in person.  
Find your [local office](#) to apply for a new card in person.
  - Learn more about getting a [new card](#).

- [Replace resident/green cards](#)  
1-800-375-5283
- [Replace passport](#)  
1-877-487-2778
- [Tax returns](#)  
1-800-829-1040

**Q: How do I find out about school closings and when schools will re-open?**

A: Local news stations are tracking school closings. Visit your local news station website for the latest updates.

**Q: How do I find out about closed roads?**

A: The Texas Department of Transportation posts updates about road closures and public transportation. Call 1-800-452-9292 or visit their website: [txdot.gov](http://txdot.gov)

**Q: When is it safe to return to my home?**

A: The Texas Department of Transportation posts updates about road closures and public transportation. Call 1-800-452-9292 or visit their website: [txdot.gov](http://txdot.gov)