



# 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**



<http://bit.ly/ComplaintSubmission>

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](http://bit.ly/MedicaidCHIPContacts)

For CHIP health plan complaints email [ConsumerProtection@tdi.texas.gov](mailto:ConsumerProtection@tdi.texas.gov).