



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



El Paso Health
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

877-532-3778

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

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