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

Fill out this form

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.