

What to Know and What to Do:

When an Application is sent to the Texas Health and Human Services Commission

Application Date: July 10, 2019
2019 Application ID: 0000000000

Eligibility notice: Important information about health coverage for your household

Family member(s)	Results	Next steps
Mary Madeup	<ul style="list-style-type: none">May be eligible for free or low-cost coverage through Texas Medicaid. This result is based on the monthly household income of \$2,500.00 that you provided on your Marketplace application.	<p>Important: You must send documents. This notice includes deadlines and details.</p> <ul style="list-style-type: none">You'll get a final decision from the Texas Health and Human Services Commission. If you qualify for Texas Medicaid, you don't qualify for advance payments of the premium tax credit or other help with the cost of Marketplace plans.

Your Next Steps

- 1) Gather up documentation. The state may ask for more information to finish your application and make sure you are eligible. You might need to submit:
 - Proof of Identity
 - Employer or
 - income information for everyone in your family.
- 2) Read and answer any mail you get from the Texas Health and Human Services Commission (HHSC).
- 3) Try to provide everything promptly. If you don't meet the deadlines or don't provide what is needed, you may have to wait longer and Medicaid / CHIP may reject your application. Then you'll have to apply all over again.
- 4) HHSC will normally follow up with you by sending you a letter within 2 weeks. The application process can take 30-45 days.

After the Decision

1. If you are denied, Medicaid will send a letter explaining why. If you disagree, the letter will also tell you how to appeal the decision.
2. If you are found to be eligible, you'll get a letter telling you when your coverage starts.
 - You may have to choose a Medicaid health plan at this time if your state uses private plans to provide benefits.
 - If you do not choose a health plan within a certain timeframe, you will be assigned one. If you have a doctor or clinic you like to use, make sure you choose a health plan with them in the network.
 - Once you chose one, you will get an ID card from the health plan.

If You Hear Nothing

If 30 - 45 days have elapsed, you can start by calling **2-1-1**.

- You will be asked to choose a language, press 1 for English.
- Press 2 for Medicaid / CHIP
- Press 1 for Eligibility HHSC
- Press 1 for Social Security number
- Press 2 to enter case number
- Press 3 if you don't for either of them
- Press 1 to enter date of birth for one of the members on the case
- Listen to the status of the case.
- Press (#) 4 times to speak to a representative if you have further questions about the case.



**If 2-1-1 cannot give you any information or find you in their system, reach out to us ASAP. We are available year round to answer any questions or troubleshoot any issues.

Call us at 737-717-4000
Email: enroll@foundcom.org