



What to Know and What to Do:

When an application is sent to the Texas Health and Human Services Commission
(HHSC - Medicaid, CHIP)

Your Next Steps

1. Gather up documentation. The state may ask for information to finish your application and make sure you are eligible. You might need to submit:
 - Proof of Identity
 - Employer information
 - 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 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 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 where they are in-network.
 - Once you chose a plan, you will get an ID card from the health plan.

If You Hear Nothing

If 30-45 days have elapsed and you have not heard back, you can look into your application status 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 know 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.

*You may also create an account at <https://yourtexasbenefits.com/Learn/CreateAccount> to check the status of your application.

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 512-381-4520 | Email: enroll@foundcom.org