Have a question or problem with Texas Health and Human Services?

The HHS Ombudsman can help!
Toll-free: 877-787-8999
hhs.texas.gov/ombudsman
Contact us Monday – Friday 8 a.m. – 5 p.m.

Om-buds-man: a protector or defender of a citizen’s rights.

We review your concern when a program’s normal complaint process is unable to address the issue.

An ombudsman will:
• Make referrals and recommendations as needed.
• Answer your questions about HHS Services.
• Check that our actions are getting you the correct services.
• Coordinate resolution of your complaint.

The process:

1️⃣ When you call, you will be asked if you have already talked to someone about your concern. Then, the ombudsman will listen to your complaint or question.

2️⃣ The ombudsman will research the issue.

3️⃣ We may contact other experts to help you.

4️⃣ The ombudsman will follow up with you.

The HHS Ombudsman cannot:
• Give legal advice.
• Reverse an HHS program or policy decision.
• Act on personnel or discrimination matters (they will be referred to Human Resources or Civil Rights).

Resources:
For information on services or help applying for benefits, call 2-1-1 or 877-541-7905.

Your Texas Benefits
www.YourTexasBenefits.com

Local resources
www.211Texas.org

Medicaid Health Plan Help
866-566-8989

Relay Texas / TTY Hotline
7-1-1 or 800-735-2989

HHS Office of the Ombudsman
hhs.texas.gov/ombudsman
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