

TEXAS HEALTH AND HUMAN SERVICES COMMISSION
P O BOX 149029
AUSTIN, TEXAS 78714-9029



DATE: 01/23/2019

CASE NO:

Call: 2-1-1 toll-free (if you can't connect, call 1-877-541-7905)

Fax: 1-877-447-2839 toll-free.

Mail: TEXAS HEALTH AND HUMAN SERVICES COMMISSION
P O BOX 149025, AUSTIN, TEXAS 78714-9025

If you are deaf, hard of hearing, or speech impaired, you can call any number by calling 7-1-1 or 1-800-735-2989

It is time to renew your benefits.

The benefits you need to renew have a check-mark next to them:

SNAP

TANF

Health Care

You can renew benefits online or by returning the form that came with this letter.

To renew online: Go to YourTexasBenefits.com, log in and click 'Manage'. Find the case that says 'Ready for renewal' and click 'Details'. Click 'Renew Benefits' to begin.

To renew using the form that came with this letter: Return the form by mail using the pre-paid envelope or by fax. The fax number is listed above. Don't forget to sign the form.

Due dates:

Send your online renewal form or the form with this letter as soon as you can. If we don't get your renewal in time, your benefits might end.

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Need help filling out the form? **Call 2-1-1 (toll free).**

You might not get benefits if: (1) We don't get your form by the date listed above, (2) you don't meet program rules, or (3) you don't give us all of the items we need from you (see below).

Items we need from you: Bring or mail copies of the items that apply to your case.

- Identity (only for new people added to your case): Current driver's license or Department of Public Safety ID card. If a person has the right to make decisions for you (as an authorized representative), that person also needs to give proof of identity.
 - Bank accounts: Current statement for all accounts.
 - Proof of income: Last 4 pay stubs or a statement from your employer, or self-employment records.
 - Social Security, Supplemental Security Income (SSI), pension benefits, Veteran benefits, Workers compensation, and unemployment: Award letter or pay stubs.
 - Child support you get: District clerk record or letter from the parent who pays showing how much was paid and when. Must show the name, address, phone number, signature, and date of the parent who pays.
 - Child support you pay: Court papers that show what you must pay for child support. For example: divorce decree, court order or district clerk record.
 - Dependent care expenses: Cancelled checks or receipts or a signed statement from the person you pay.
 - Health Insurance (only if: (1) it is new or has changed since you last applied, and (2) you are applying for health care or TANF): Copy of the front and back of the insurance card or policy.
 - Housing costs (only if you are applying for SNAP): Recent checks, check stubs, or statement from the mortgage bank or landlord. Most recent utility bills showing your name and current address.
 - Medical Costs (only if you are applying for SNAP) Proof of costs you have: now and costs you expect to have in the future. You can send bills, receipts, or statements from health care providers (doctors, hospitals, drug stores, etc.).
 - Proof of child related to you (only if you are applying TANF): Legal birth, hospital, or baptismal certification.
 - Proof of child lives with you (only if you are applying TANF): A signed statement from your landlord or a non-relative neighbor that includes his or her name, address, and phone number.
 - Child vaccines (only if you are applying TANF): Vaccine records for each child.
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Your Rights:

- Get an application when you ask for it and have someone help you fill it out.
- Turn in your application on the same day you get it as long as your name and address can be read and it is signed.
- After you turn in your application, we will tell you within a certain number of days if you can get benefits:
 - SNAP- within 30 days;
 - Children's Medicaid- by whichever date is later, within 30 days or by the agency review date. The review date is usually in the middle of the last month of your benefit period;
 - CHIP- by whichever date is later, within 30 days or by the agency review date. The review date is usually in the middle of the 11th month of the child's 12-month benefit period, and
 - All other benefits- within 45 days
- Get Medicaid coverage, if approved, for 3 months before you applied.
- Ask for a meeting with your caseworker's supervisor.
- Have a fair hearing if you don't agree with an action HHSC took or didn't take in your SNAP, TANF or Medicaid case.
- Have a case review if you don't agree with an action HHSC took or didn't take in your CHIP case.
- To be treated fairly (not be discriminated against) no matter your race, color, religion, sex, age, national origin, political beliefs, or disability.

Additional SNAP Food Benefit Rights

In addition to your rights, which are listed on Form 1805, Explanation of SNAP Rights and Responsibilities, you have the following rights:

- You or your authorized representative may file an application in person or by mail. To receive uninterrupted benefits, you must complete an interview and provide all required verifications.
- You may apply or reapply for food benefits at your SNAP office or Social Security office, if everyone in your household receives or is applying for SSI. If you have no one to represent you at your SNAP office, you may be interviewed at your home or by telephone.

If you believe any of these rights have been denied, you may call the toll-free Income Assistance hotline:
1-877-787-8999.