



Client Name and Address

Date	
Advisor Name	
Office Address and Telephone Number	
Case/Appl No.	Program

It's time to renew your children's health-care benefits.

Dear <<Client's Name>>:

You now have 7 days to renew your children's health-care benefits.

If you don't renew within the next 7 days, your children's benefits will end. If you renew benefits after 7 days, your children may be without health care benefits while we review your case. This might take as long as a few months.

There are 2 ways to renew benefits. Pick only one:

1. Go online at www.YourTexasBenefits.com.
Click on "View my case."

or

2. Fill out the form that came with this letter.
 - Fill out all sections.
 - Sign and date the form.
 - Staple this letter to your form.
 - Mail everything in the pre-paid envelope that came with this letter.
Or, fax everything to the fax number listed on the form.

You will need to send us proof of the money you get and costs you pay.

If you renew benefits on www.YourTexasBenefits.com:

You can upload your items on our secure website. After you fill out the online form, we will tell you which items we need from you. If you can't upload the items we need, you can mail or fax them to us.

If you renew benefits by filling out the form that came with this letter:

Mail or fax your items to us. Write your case number on everything you send us. Even if you now get more money, you should still fill out a form to renew benefits. If you can't get Medicaid, we'll find out if your child can get health-care benefits from the Children's Health Insurance Program (CHIP).

Your rights

- After you turn in your renewal application, we will tell you within a certain number of days if you can get benefits:
 - **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.
- You can ask to talk with a supervisor about your children's health-care benefits case.
- If you don't agree with an action HHSC took or didn't take, you can ask for a fair hearing for Medicaid or a case review for CHIP.
- If you're afraid that giving us facts about someone could cause harm (physical or emotional) to you or your child, you might not have to give us facts about that person. You might be able to get the "Family Violence Exemption."

You have the right to equal treatment from HHSC without regard to your race, color, religion, sex, age, national origin, political beliefs or disability.