

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

*Ombudsman: 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:

1



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.

2



The ombudsman will research the issue.

3



We may contact other experts to help you.

4



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](http://www.YourTexasBenefits.com)

### Local resources

[www.211Texas.org](http://www.211Texas.org)

### Medicaid Health Plan Help

866-566-8989

### Relay Texas / TTY Hotline

7-1-1 or 800-735-2989

The *HHS Ombudsman*  
can help!

Toll-free:

**877-787-8999**

[hhs.texas.gov/ombudsman](http://hhs.texas.gov/ombudsman)

Contact us Monday – Friday  
8 a.m. – 5 p.m.



HHS Office of the Ombudsman  
[hhs.texas.gov/ombudsman](http://hhs.texas.gov/ombudsman)  
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