

Your Health Care Guide

2009 Edition



Veá al dorso
la versión
en español.

Free Help Line
1-800-335-8957



Get Help on the Phone

Medicaid Help Line 1-800-335-8957

Call this number to:

- Find a Medicaid doctor.
- Learn more about Medicaid services.

Texas Health Steps 1-877-847-8377

Call this number to find a doctor, dentist, or other provider for children age 20 and younger.

Rides to the Doctor, Dentist, or Drug Store 1-877-633-8747

Call this number if you need a ride or gas money to get to medical visits.

Relay Texas - For People with a Hearing or Speech Disability 7-1-1 or 1-800-735-2989

Call any HHSC office or program by using the relay service of your choice. The State of Texas offers Relay Texas at 7-1-1.

Where to Get Help

Finding Help in Texas 2-1-1

Dialing 2-1-1 is a free, easy way to find out about services you can get in your area or through state programs. Staff can talk to you Monday to Friday, 8 a.m. to 8 p.m. Central Time.

Call 2-1-1 to:

- Report any changes to your case within 10 days.
- Find HHSC benefits offices.
- Report a lost Medicaid ID.



When you dial 2-1-1, pick a language and then press 2. If you can't connect to 2-1-1, call 1-877-541-7905. You also can visit the 2-1-1 Texas website at www.211texas.org to find services in your area.

Complaints about Medicaid Services 1-877-787-8999

Call this number after you call the office or program you have a complaint about.



Get Help on the Web

Visit the Health and Human Services Commission (HHSC) website at www.hhsc.state.tx.us.

Click on “Questions about your benefits” to:

- Find a Medicaid doctor.
- Find a drug store that takes Medicaid.

Click on “How to get help” to:

- Find an HHSC benefits office near you.
- Learn more about other health and human services programs.

Click on “Office of Inspector General” to:

- Report Medicaid waste, abuse, or fraud.

Welcome.

This guide tells you how to use your Medicaid benefits.



This guide is from the Texas Health and Human Services Commission (HHSC). HHSC is the state agency that runs Texas Medicaid. You can ask for a copy of this guide in audio, large print, Braille, or other languages.



If you need help
with this guide,
call the free
Medicaid Help Line
at 1-800-335-8957.

Remember

- Pick one doctor or clinic for your health care.
- Get prescriptions only from your main doctor or specialists your doctor refers you to.
- Try to use one drug store at one location to get all of your medicine.
- Do not get the same type of medicine from different doctors.
- Use the emergency room only when you need treatment right away.
- Take your Medicaid ID (Form H3087) to doctor visits and to the drug store.
- Do not let anyone else use your Medicaid ID.
- If you have a doctor visit and you can't make it, call to cancel. Then set up a new visit.
- Report changes to your case within 10 days by calling 2-1-1 or 1-877-541-7905. Tell us about changes in things such as:
 - Address.
 - Expenses.
 - People living in the home.
 - Amount of money you get (income).
 - Things you own (resources or assets).
 - Insurance (including health insurance premiums).
 - Land and buildings you own (property).



Contents

Getting Started	2
What everyone needs to know about using Medicaid.	
Services for Children	8
Services for Women	10
Services for People Age 65 and Older and People with Disabilities	11
Medicaid Rules	12
Your Rights	13

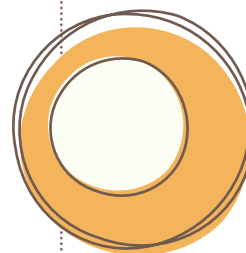


Getting Started

What Does Medicaid Cover?

Medicaid pays for many health care services. Here are some examples. To find out about other services, call the Medicaid Help Line at 1-800-335-8957.

- Doctor and clinic visits.
- Hospital visits.
- Emergency care.
- Medicine.
- Glasses.
- Dentist visits for children age 20 and younger.
- Family planning.
- Pregnancy and childbirth care.
- Mental health care.
- Care in a nursing home or other place of care.
- Care in your home.
- Speech therapy (helps you learn how to speak again or speak better).
- Occupational therapy (helps you learn how to do everyday activities like getting around your home, getting in a car, and getting dressed).
- Physical therapy (helps you learn how to move around better or become stronger).





Using Your Medicaid ID

What is my Medicaid ID?

The Medicaid Identification (Form H3087) shows you have Medicaid. It also tells you who to call for your health care needs.



P.O. BOX 149030		952-X		1		SP1 01-00001	
AUSTIN, Texas		78714-9030		Texas Health and Human Services Commission		MEDICAID IDENTIFICATION	
RETURN SERVICE REQUESTED		DO NOT SEND CLAIMS TO THE ABOVE ADDRESS		IDENTIFICACION DE MEDICAID			
Date Recd	ENR	BP	TP	Col	Case No	GOOD THROUGH:	
03/12/2008	012338	30	10	02	111111011	VALIDA HASTA: MARCH	31, 2008
952-X 111111011 30 10 02 080331		GIGIGIA DOE		2222 GIGIGIA STREET		2ND ADDR LINE	
COOLSVILLEK		TX 00065					
ANYONE LISTED BELOW CAN GET MEDICAID SERVICES				CADA PERSONA NOMBRADA ABAJO PUEDE RECIBIR SERVICIOS DE MEDICAID			

Medicaid ID (Form H3087)

How do I get my Medicaid ID?

You will get it in the mail. A new form comes each month to show that you still get Medicaid. Your Medicaid ID has important personal information. It is a good idea to destroy old ones. Keep the new one in a safe place.

What if I lose my Medicaid ID?

Call 2-1-1 or go to your HHSC benefits office to get a new one.

When do I use my Medicaid ID?

- When you visit your doctor.
- When you get medicine at the drug store.
- When you go to the hospital.

Do you live in Hidalgo, Cameron, or Travis County?



You will get a Medicaid Access Card and a Medicaid ID form.

- Take the Medicaid Card to your doctor's office.
- If you have questions or lose your card, call 1-800-668-0783.

Medicaid Access Card

Finding a Medicaid Doctor

If you don't have a doctor, or if your doctor doesn't take Medicaid:

- Call the Medicaid Help Line at 1-800-335-8957.
- Go to www.hhsc.state.tx.us. Click on "Questions about your benefits." Then click on "Find a doctor."

Ask your doctor when to use the emergency room.

The first time you visit your Medicaid doctor, ask what health problems you should call him or her about. This will help you avoid going to the emergency room when it's better to go to the doctor's office. Most health problems do not need a trip to the emergency room.

Getting Medicine and Supplies

How do I get my medicine?

Medicaid pays for most medicine your doctor says you need. Your doctor will write a prescription so you can take it to the drug store.

- Most adults (age 21 and older) have a limit of 3 prescriptions each month.
- Children age 20 and younger do not have a limit.

Where do I get my medicine?

- You can go to any drug store that takes Medicaid.
- It is best to use the same drug store every time.



How do I find a drug store that takes Medicaid?

- Visit www.hhsc.state.tx.us. Click on “Questions about your benefits.” Then click on “Find a Drug Store.”
- Call 2-1-1 or your HHSC benefits office.

What if my medicine needs “pre-approval”?

Some medicine needs to be pre-approved before you can pick it up from the drug store. The drug store will need to get this pre-approval from your doctor. If they can't reach your doctor right away, they should give you a 3-day supply until your doctor approves the medicine.

What if I need help getting medical supplies or equipment?

Call the Medicaid Help Line or 2-1-1 to find which drug store can help you get supplies or equipment.

Supplies and equipment can include:

- Spacers for inhalers to treat asthma.
- Diabetic supplies.
- Crutches.



Getting a Ride to the Doctor, Dentist, or Drug Store

What if I need a ride?

You can get a free ride or gas money to get to a doctor, dentist, or drug store. We can help you get a ride if you have no other way to get there.

What kind of ride can I get?

- You can get rides by bus, van, car, or airplane.
- Someone can give you a ride and get paid for gas.
- If you have a car but can't pay for gas, you can get gas money.

How do I set up a ride?

- Set up the day and time of your doctor visit, or find out when your medicine will be ready.
- Then call 1-877-633-8747 Monday to Friday, 8 a.m. to 5 p.m. Central Time.
- Call at least 2 workdays before you need a ride. If it will be a long ride or the doctor is in another county, call at least 5 workdays ahead.
- Tell us your Medicaid ID or Social Security Number when you call.

How do I get gas money?

If you have a car, but can't pay for gas, call 1-877-633-8747. We might be able to give you the gas money you need for your visit.

To learn more:

- Call 1-877-633-8747.
- Visit www.hhsc.state.tx.us. Click on “Questions About Your Benefits.” Then click on “How to Get a Ride to the Doctor, Dentist or Drug Store.”

Help for Mental Health, Drug, or Alcohol Problems

What kind of help can I get?

- Tests.
- Counseling.
- Medicine.
- Hospital care.
- Drug and alcohol treatment (only for children age 20 and younger).

If you live in the Dallas area and need services for mental health, or drug or alcohol problems, call NorthStar at 1-888-800-6799.

How do I get mental health services?

Ask your doctor to help you find a provider to fit your needs. A provider can be a doctor, therapist, hospital, or community mental health center.

Private Health Insurance

If I have private health insurance, can I still get Medicaid services?

You can still see a Medicaid doctor if you have private health insurance and Medicaid. If a doctor accepts you as a Medicaid patient, the doctor must file claims with your private health insurance.

You must tell Medicaid staff about any private health insurance you have. This includes insurance for medicine. Call 1-800-846-7307 if:

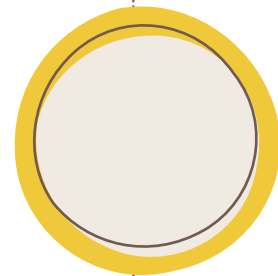
- You lose your private health insurance.
- You get new insurance.
- You have questions about other insurance.

Will Medicaid help me pay for private health insurance?

Medicaid can pay for private insurance if:

- You have or can get private health insurance.
- You, your spouse, or child gets Medicaid.
- The total cost of your insurance (premium, co-insurance, and deductibles) is less than the total cost of care with Medicaid.
An HHSC employee can help you with this.

If approved, Medicaid might pay the health insurance cost for your whole family. To learn more, call 1-800-440-0493.



Reporting Accidents

What if I have an accident?

If Medicaid paid for medical care you got for an accident or injury, you must call 1-800-846-7307 and give:

- Your name.
- Medicaid ID number.
- Date of accident or injury.

Also, give the name, address, and phone number of your lawyer or insurance company if:

- You have a lawyer working for you.
- There is an insurance company involved.
- You filed a claim for this accident or injury.

You also must tell Medicaid staff about any lawsuits you or your family members file for being injured. Include the name and address of your lawyer or the insurance company working on your lawsuit.

It is important to follow all these rules to keep your Medicaid benefits.

You also can mail your information to:

TMHP/TORT
PO Box 202948
Austin, TX 78720-2948



How do I keep getting Medicaid?

Most people must sign up every 6 months to keep getting Medicaid. You will get a form in the mail to renew Medicaid benefits. Fill out the form and mail it back. If you have questions, call 2-1-1 or your HHSC benefits office.



Services for Children

Medical and Dental Care with Texas Health Steps

Texas Health Steps is the Medicaid health program for children from birth through 20 years of age. If your child has Medicaid, he or she will get:

- Medical checkups and treatment.
- Dental checkups and treatment.
- Help with getting medical services and other needs. (This is called case management. The people who give this help are called case managers.)

Texas Health Steps will help you:

- Find a doctor, dentist, or case manager.
- Set up doctor and dentist visits.
- Learn about services for your child.
- Get a ride to medical visits, if you need one.

Your child needs to have checkups at certain ages. Medical and dental checkups will:

- Catch problems before they get worse and are harder to treat.
- Make sure your child is growing right.

Children need these checkups even when they are healthy.



How is your baby?

Children grow and learn more in their first 3 years than any other time in their lives. Do you have any questions about how your child is seeing, playing, sitting, hearing, or standing? If yes:

- Call 1-800-628-5115.
- Visit www.dars.state.tx.us. Click on “Early Childhood Intervention Services.”

When is the right time for a Texas Health Steps checkup?

Your child's Medicaid ID (Form H3087) shows when a checkup is due. Look for this on the Medicaid ID that comes every month.

ID NO.	NAME	DATE OF BIRTH	SEX	ELIGIBILITY DATE	TPR	MEDICARE NO.	EYE EXAM	EYE GLASSES	HEARING AID	DENTAL SERV	PRESCRIPTION	MEDICAL SERV
222222093	G1G1G1A DOE	08-08-1990	F	04-01-2003			✓	✓	✓	✓	✓	✓
THSTEPS MEDICAL AND DENTAL CHECK-UP DUE / NECESITA SU EXAMEN MEDICO Y DENTAL DE THSTEPS												
222222094	G1G1G1B DOE	08-08-1990	F	04-01-2003			✓	✓	✓	✓	✓	✓
THSTEPS MEDICAL AND DENTAL CHECK-UP DUE / NECESITA SU EXAMEN MEDICO Y DENTAL DE THSTEPS												

- To learn more:
- Call 1-877-847-8377 or 2-1-1.
 - Visit www.hhsc.state.tx.us. Click on “Questions About Your Benefits.” Then click on “Texas Health Steps.”

Help for Children with Disabilities or Delays in Growing or Learning

Children from birth to age 3 who have disabilities or delays in growing or learning can get special help. You can get a checkup to see if your child's growth and learning are on target. We can visit your child's home or childcare center.

- To learn more:
- Call 1-800-628-5115.
 - Visit www.dars.state.tx.us. Click on “Early Childhood Intervention Services.”

Extra Help for Children with Special Health Needs

Ask to get a case manager to help you if:

- Your child has a health condition, disease, or disability (such as asthma, diabetes, or mental health problems).
- Your child is at risk for certain health problems (due to things such as a family history of a disease, high blood lead levels, or missed immunizations).

A case manager can help you:

- Work with doctors and get medical services.
- Deal with family, school, and money concerns.
- Get medical equipment and supplies.
- Work with health and human service agencies.

- To learn more:
- Call 1-877-847-8377.
 - Visit www.dshs.state.tx.us. Click on “Family and Community Health.” Then click on “Case Management.”

Form H3087 (01/14) Medicaid ID (Form H3087) showing a table with columns for various services and their status. A red circle highlights the 'THSTEPS MEDICAL AND DENTAL CHECK-UP DUE' row.

Medicaid ID (Form H3087)



Services for Women

Women's Health Program

This program is for women who are age 18 to 44 and not pregnant. Women in this program can get limited Medicaid services, such as:

- A family planning exam every year, which might include:
 - Pap smear.
 - Screening for breast and cervical cancers, diabetes, sexually transmitted diseases, and high blood pressure.
- Family planning counseling and education, including natural family planning and abstinence.
- Contraception (except emergency contraception).

To learn more:

- Call 1-866-993-9972.
- Visit www.hhsc.state.tx.us. Click on “How to Get Help.” Then click on “Women.” Scroll down to “Women’s Health Program.”

Breast and Cervical Cancer Program

Medicaid covers medical care for women with certain types of breast and cervical cancers. Women in this program get full Medicaid services while getting treatment for cancer.

To learn more:

- Call 2-1-1.
- Visit www.hhsc.state.tx.us. Click on “How to Get Help.” Then click on “Women.” Scroll down to “Medicaid for Breast and Cervical Cancer.”

Extra Help for Pregnant Women

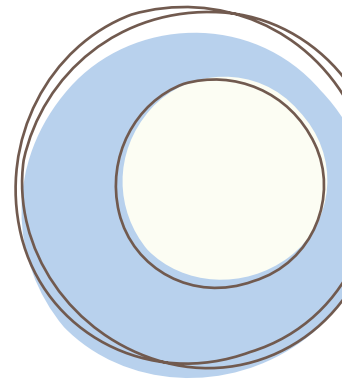
Medicaid offers help with getting medical services and other needs for women with high-risk pregnancies. This is called case management. The people who give this help are called case managers.

Ask for a case manager for help if you are pregnant and have health issues such as:

- A history of pregnancies with problems.
- Heart disease before pregnancy.
- Diabetes.
- Vaginal bleeding.
- High blood pressure.
- Drug abuse or mental health issues.

To learn more:

- Call 1-877-847-8377.
- Visit www.dshs.state.tx.us. Click on “Family and Community Health.” Then click on “Case Management.”





Services for People Age 65 and Older and People with Disabilities

Long-term Care Services

If you have a long-lasting illness or disability, you might be able to get help with daily health care and living needs. This help can be at home or in an adult day care center, nursing home, or assisted living facility.

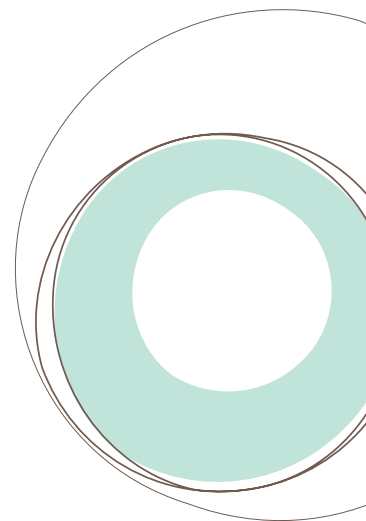
A case manager can help you get the services you need.

Long-term care services include:

- Help dressing, bathing, and using the bathroom.
- Help fixing meals, grocery shopping, and using money.
- Help with light housework.
- Nursing care in the home.
- Hospice services (care for people in severe pain due to diseases such as cancer).
- Care in a nursing home or other place of care.

To learn more:

- Call 2-1-1 or Consumer Rights and Services at 1-800-458-9858.
- Visit www.dads.state.tx.us. Click on “Help for Texans.”



Medicaid Rules

Medicaid Program Rules

- Pick one doctor or clinic for your health care.
- Get prescriptions for your medicine only from your main doctor or specialists your doctor refers you to.
- Try to use one drug store at one location to get all of your medicine.
- Do not get the same type of medicine from different doctors.
- Use the emergency room only when you need treatment right away.

If you don't follow these rules, you might be put in the **Medicaid Limited Program**. This program might limit which doctor and drug store you can use. You might be put in this program if you commit fraud or abuse services.

We will let you know if you are going to be put in the Limited Program. People in this program still get Medicaid benefits. To learn more, call 1-800-436-6184 and pick option 4.

Report Medicaid Waste, Abuse, or Fraud

Let us know if you think a doctor, a pharmacist at a drug store, or a person getting Medicaid is doing something wrong. Doing something wrong could be waste, fraud, or abuse, which is against the law. For example, tell us if you think someone is:

- Getting paid for Medicaid services that weren't given or necessary.
- Getting Medicaid services that are not approved.
- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use a Medicaid ID.
- Using someone else's Medicaid ID.
- Not telling the truth about the amount of money or resources he or she has.

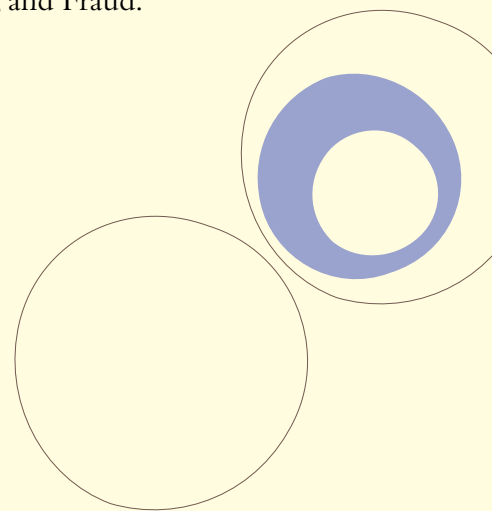
To report waste, fraud, or abuse, you can do one of the following:

- Call 1-800-436-6184.
- Visit oig.hhsc.state.tx.us. Click on "Click Here to Report Waste, Abuse, and Fraud." Fill out the online form.
- Mail a letter to report a doctor, pharmacist, or other provider to:

Office of Inspector General
Medicaid Provider Integrity / Mail Code 1361
PO Box 85200 Austin, TX 78708-9920

- Mail a letter to report a person who gets Medicaid to:

Office of Inspector General
General Investigations / Mail Code 1362
PO Box 85200 Austin, TX 78708-9920



Your Rights

Your Rights While Getting Medicaid:

- The right to be treated fairly and with respect by doctors and medical staff.
- The right to be treated fairly, regardless of race, color, national origin, sex, age, disability, religion, or political beliefs.
- The right to choose your doctor as long as he or she is accepting people with Medicaid.
- The right to get another doctor's opinion about your treatment.
- The right to get help in talking with your doctor if you speak a different language or use sign language.
- The right to get emergency care from the emergency room closest to you.
- The right to get a letter that tells you why you cannot get a Medicaid service you asked for.
- The right to get a Medicaid Fair Hearing if you couldn't get a Medicaid service.

Your Right to be Treated Fairly

Contact the HHSC Civil Rights Office right away if anything like the following happens to you when using Medicaid:

- Someone treated you unfairly because of race, color, national origin, sex, age, disability, religion, or political beliefs.
- You could not get services because of race, color, national origin, sex, age, disability, religion, political beliefs, or language needs.
- You were the victim of unwanted sexual advances.
- Someone threatened you with words or actions.

You can contact the HHSC Civil Rights Office by:

Mail or In Person	Civil Rights Office Health and Human Services Commission 701 West 51st St., MC W206 Austin, TX 78751
Phone	1-888-388-6332 (toll-free) 1-512-438-4313 (Austin area)
Fax	1-512-438-5885 or 1-512-438-4754
E-mail	HHSCivilRightsOffice@hhsc.state.tx.us

To learn more, visit www.hhs.state.tx.us. Click on "Civil Rights."



Your Right to a Fair Hearing

A fair hearing is a chance for you to tell us the reasons you think you should have a Medicaid service you asked for but did not get. You can ask for a hearing within 90 days of the date of the letter that said you could not get the service.

- Call 1-800-727-5436 and pick option 5 to ask for a fair hearing.
- Or mail a letter to:

**Texas Medicaid & Healthcare Partnership
Attention: Medical Affairs Support, MC A13
PO Box 204270
Austin, TX 78720-4270**

After we get your phone call or letter, a hearing officer will send you a letter. The letter will tell you the date and time of the hearing. It will also tell you what you need to know to get ready for the hearing. The hearing can take place by phone or in person.

During the Hearing

You can explain why you asked for the service that you did not get. You can speak for yourself. Or you can ask someone else to speak for you. This could be a friend, a family member, or a lawyer. The hearing officer will listen to what you have to say. The hearing officer also will listen to the reasons why you were told you could not get the service. You can ask questions about these reasons. The hearing officer might ask you some questions. A final decision will be made within 90 days from the date you asked for the hearing.

Your Right to File a Complaint

If you have a complaint about Medicaid services, call the department, office, or program you have a complaint about. If you don't get the help you need there, contact the HHSC Office of the Ombudsman by:

Mail	HHSC Office of the Ombudsman 1106 Clayton Lane Suite 300W Austin, TX 78723
Phone	1-877-787-8999 (toll-free) or 1-512-706-7120
Fax	1-888-780-8099 (toll-free)
E-mail	contact@hhsc.state.tx.us