

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:

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

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

877-787-8999 Fax: 888-780-8099

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