

# IMPORTANT UPDATE FOR TEXAS MEDICAID PATIENTS 2023

In response to the COVID-19 pandemic, the federal government declared a public health emergency (PHE) and passed a law that allowed you to automatically keep your Medicaid coverage (continuous Medicaid). Based on new federal law, continuous Medicaid coverage ended on March 31, 2023, so you need to renew your benefits when it's time to ensure your coverage will continue if you are eligible.

**If you don't respond to renewal or information requests from HHSC, you could lose your coverage.**

## Is it Time to Renew?

1. If you don't already have one, create an account at [Your Texas Benefits](#) or on the Your Texas Benefits mobile app.
  - o Read the [Create a Your Texas Benefits Account handout \(PDF\)](#).
2. Return renewal packets or requests for information as soon as possible.
  - o Read the [Renew Your Benefits handout \(PDF\)](#). You must respond within 30 days.
  - o If you have a Your Texas Benefits account and have signed up for electronic notices, your renewal notice will be sent electronically. If you don't have an account, notices will be mailed in a yellow envelope that says **Action Required** in red.
  - o Reporting changes and renewing in a timely manner helps ensure coverage will continue if you are still eligible
  - o If you respond to renewal or information requests on time, your coverage will continue while we review your eligibility.
3. You can submit your application, renewal packet or request for information by:
  - o Completing it online at [Your Texas Benefits](#).
  - o Mailing it to:  
Texas Health and Human Services  
P.O. Box 149024  
Austin, TX 78714-9024
  - o Faxing it to 877-447-2839.
  - o Calling 2-1-1 and choosing Option 2 after picking a language.
  - o Visiting a local office or community partner. [Find an HHSC office or community partner.](#)

## Waiting for Your Renewal? Actions You Can Take Now

1. Report any changes (such as address, phone number, pregnancy or household member changes) to ensure you get notices we send.
  - o Read the [Report Changes handout \(PDF\)](#).
  - o The best way to report changes is online at [Your Texas Benefits](#) or on the Your Texas Benefits mobile app. You can also submit information by mail or fax, by calling 2-1-1 and choosing Option 2 after picking a language, or by going to your local eligibility office or a community partner. [Find an HHSC office or community partner.](#)
2. Be on the lookout for notices from HHSC. These notices are mailed in a yellow envelope that says **Action Required** in red. If you have a Your Texas Benefits account, your renewal notice will be sent electronically.
  - o [This is what the yellow envelope looks like \(PDF\)](#).
3. Contact HHSC if you have any questions.
  - o Call 2-1-1, or 877-541-7905, Monday through Friday, 8 a.m.–6 p.m. Central time. Select a language, then press 2.
  - o Visit a local office or a community partner. [Find an HHSC office or community partner.](#)

To learn more, [read the End of Continuous Medicaid Coverage FAQ \(PDF\)](#).

If you have questions or need help renewing your benefits, Community Partners and HHSC team members will be able to assist you at the events listed below. You can get help and more information about your Medicaid coverage, and how to [create and manage your Your Texas Benefits account](#).

See the current schedule of events below:

City	Location	Address	Date and Time
Dallas	Dallas College – West Campus	3330 N Hampton Rd. Dallas, TX 75212	July 29 9 a.m. – 2 p.m.
Houston	Houston Food Bank	535 Portwall St. Houston, TX 77029	Aug. 2 10 a.m. – 2 p.m.
San Antonio	San Antonio Food Bank	5200 Historic Old HWY 90 San Antonio, TX 78227	Aug. 12 9 a.m. – 2 p.m.