

The way you renew your health-care benefits has changed.

What changed?

Most people no longer get a paper renewal form for health-care benefits from us. Instead, we send a letter that tells you what action you need to take to renew benefits.

What should you do?

- Look for an envelope marked “time sensitive.” It will come 3 to 4 months before your benefits end.
- Carefully read the Renewal Letter (Form H1211).
- Each person listed on the letter might need to take a different action to renew.
- If we ask for more facts from you, you must:
 - Send us **all the facts, forms, or papers** we ask for.
 - Send us a **signed renewal form** -- either by going to YourTexasBenefits.com or by asking for a paper form. (The letter will tell you how to do this.)
- If you don't **take the action needed by the due date** listed on your Renewal Letter, your benefits might end.

YourTexasBenefits.com – the best way to renew.

If we ask for more facts from you, the best way to renew is at YourTexasBenefits.com because you can:

- Upload forms and papers we need from you.
- Sign your renewal form online.
- Send your renewal form with a click of a button.



**Manage your
case day or night.**

What will the Renewal Letter look like?

See the back page for an example of the Renewal Letter. We also included tips for reading the letter.

Example of a Renewal Letter and tips for reading it:

H1211 MR Cover Letter
April 2015

HHSC - AUSTIN
PO BOX 149027
AUSTIN, TX 78714-9027



TEXAS
Health and Human
Services Commission

04/11/2015

Phone: 2-1-1
or for out of state callers,
call 1-877-541-7905

Case Number: 000000000

MRS. JANE DOE
APT 14
1234 MAIN ST
HOUSTON, TX 77007

It is time to renew your Health Care Benefits
You now have **10 days** to renew your health-care benefits.

1

ACTION REQUIRED: Send items back to us.		
Program	Name	EDG Number
Medicaid	Tom Doe	000000000
Children's Medicaid	Jessica Doe	000000000

We need more facts from you before we can renew your health-care benefits.

- Fill out a renewal form. To find out how, see below -- "How to fill out or check your renewal form."
- Send the items listed on the attached Form H1020. That form will tell you how to send them to us.

2

If you don't respond by 05/11/2015 these benefits might end.

3

ACTION REQUIRED: Check your renewal form -- make sure facts are correct.		
Program	Name	EDG Number
Children's Medicaid	Eric Doe	000000000

You need to check your renewal form. Look it over and make sure the facts we have about you are correct. To find out how, see below -- "How to fill out or check your renewal form."

- If some of the facts about you **are not correct**: You must update your renewal form.
- If all the facts we have about you **are correct**: You need to only check your renewal form -- you don't need to send it back to us.

T-H1211-0328535817



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- 1** You'll see this if we need more facts from the people listed in this section. You'll also get a form that tells you the type of facts we need from you.
- Don't forget:** You also must send a signed renewal form. You can do this on YourTexasBenefits.com or by calling and asking us to send you a paper renewal form.
- 2** This is the **due date** you must send: (1) facts we need from you, and (2) your signed renewal form.
- 3** You'll see this section if you don't need to send us any facts or a signed renewal form. You'll need to check your renewal form on YourTexasBenefits.com to make sure it is correct.
- 4** The second page of this letter will give steps for: (1) viewing and signing your renewal form on YourTexasBenefits.com or (2) asking for a paper renewal form.