



Finding Help In Texas

A program of the Texas Health and Human Services Commission

To get benefit information, TIERS clients should call 2-1-1. Callers will be asked to select a language:

- Press 1 for English
- Press 2 for Spanish

After selecting the language the caller is asked to:

- Press 1 for Information and Referral
- Press 2 for SNAP, Medicaid, CHIP, TANF benefits and services.

TIERS Clients who choose **Option 2** are asked to choose the program for which they are inquiring. Callers should select **Option 1** for information about Supplemental Nutrition Assistance Program, Medicaid and Temporary Assistance to Needy Families.

Clients will then be offered self-service options, which currently allow the caller to:

Press 1 – Obtain the current status of benefits (approved, pending, or denied).

For approved cases, the caller is provided the benefit amount, date available, and eligibility period. If the case is pended for additional information, the caller will be provided with a status of “pending” and pending information needed from TIERS, date the information is due, and a fax number to submit the requested information (after the caller is validated using Head of Household SSN and date of birth).

Press 2 – Obtain date, time and location of their next appointment with Health and Human Service Commission (HHSC); after the caller is validated using Head of Household SSN and date of birth

After pressing 2, the following self-service options are available to TIERS clients:

- Children’s Health Insurance Program (CHIP) - **Press 2**
- Medicaid Managed Care - **Press 3**
- Texas Help Steps - **Press 4**
- Women’s Health Program - **Press 5**
- Lost Lone Star Card/PIN telephone number – **call 1-800-777-7328**
- Information and Referral and state and community programs - **Press 6**
- Obtain a list of common telephone numbers for agencies/services -(WIC, TDD, Women’s Health Program, Social Security Admin., etc) - **Press 7**

Press 3 – Receive confirmation that HHSC received a fax, letter, or application (after validation)

Press 6 – Obtain a description of programs and qualifications for the programs

If the TIERS client's needs are not met via the self service options listed above, the caller is provided the option to speak with a representative.

TIERS clients also speak with a representative to:

- Report changes or obtain status of changes submitted – **Press 4**
- Receive information about Medicaid Eligibility for the Elderly and Persons with Disabilities, Long Term Care Services, and Medicare Savings Program – **Press 5**
- File an Appeal request – **Press 7**

For more information, visit the website at <https://www.211texas.org/211/>.