

## Problems Getting or Renewing Children's Medicaid or CHIP? WHO TO CONTACT FOR HELP (revised 10/19/06)

Texas' systems to sign up for or renew Children's Medicaid and CHIP have been experiencing a variety of changes and problems since January 2006. Your family may have had problems getting benefits using the new system, or you may be helping someone who is having a problem signing up.

**CPPP is not a state or federal agency and we cannot sign you up for benefits, but we can tell you who to report your problem to, and the state and federal contacts below will try to fix your problem.**

If you have tried to apply for or renew benefits, but it has not worked, or if you want to report a problem you had, please follow the steps below.

**STEP 1—Tell the state agencies (so they can fix any problems):**

**Children's Medicaid or CHIP:**

E-Mail Aurora.LebBrun ([Aurora.LebBrun@hsc.state.tx.us](mailto:Aurora.LebBrun@hsc.state.tx.us)) and copy ([Andrea.Cavazos@hsc.state.tx.us](mailto:Andrea.Cavazos@hsc.state.tx.us)) and ([Debbie.Knoll@hsc.state.tx.us](mailto:Debbie.Knoll@hsc.state.tx.us))

**STEP 2—Please copy us on your e-mail** (So We Can Monitor the Problems, and Whether they are getting fixed):

You do not have to copy CPPP on your e-mail, but we would like to know about problems and how they get solved. If you do want to share your story with us, please copy us on your e-mail about any problems:

[dunkelberg@cppp.org](mailto:dunkelberg@cppp.org)

**If you are an agency helping a client who is trying to get or renew benefits, be sure to ask their permission to share their information.**

**STEP 3—Let Us Know How Things Turn Out** (So We Can Know if Problems are Getting Fixed):

E-Mail CPPP at [dunkelberg@cppp.org](mailto:dunkelberg@cppp.org)

### **APPEALS**

Sending an e-mail **does not protect** your legal rights.

To appeal a denial of benefits, **follow the instructions in your denial notice.** Do not wait to see if your e-mail helps.

You can get more information about appealing, and other legal help, by calling Texas Rio Grande Legal Aid toll free at 1-888-988-9996 (locally in Austin at 447-7707).