

Once the Medicaid member has submitted the complaint through the El Paso First complaint process, Medicaid member can also complain to the Health and Human Services Commission (HHSC) by calling toll-free **1-866-566-8989**. If the member would like to make a complaint in writing, they must send their complaint to the following address:

Texas Health and Human Services Commission  
Health Plan Operations - H-320  
P.O. Box 85200  
Austin, TX 78708-5200  
ATTN: Resolution Services

CHIP complaints can be sent to:

Texas Department of Insurance  
HWCN Division, Mail Code 103-6A  
P.O. Box 149104  
Austin, TX 78714-9104  
Phone: 1-866-554-4926 or (512) 322-4266  
Fax: (512) 490-1012