

TEXAS HEALTH AND HUMAN SERVICES  
P O BOX 149029  
AUSTIN, TEXAS 78714-9029



**TEXAS**  
Health and Human  
Services

**Date:** 06/18/2019

**Case No.:** 1234567890

**Notice of Case Action**

**HTW Case Update**

Name Last Name  
APT 207  
1234 Address  
AUSTIN TX 12345

**Health Care (HTW)**

**Health Care for Healthy Texas Women Program**

**Eligibility Group Number:** 98765432

**Contact Name:** First Name Last Name

**Contact Phone:** (222) 123-4561

Period	Action	Who's Included	Your Co-payment
01/01/2019 - 01/31/2020	Granted	Name Last Name	NA

Ask your health care provider if they accept Healthy Texas Women or find a provider at [HealthyTexasWomen.org/find-a-doctor](https://HealthyTexasWomen.org/find-a-doctor) or call 800-335-8957, Option 5.

Healthy Texas Women provides free women's health and family planning services.

You can find more information about the program on the back of this letter or by visiting [HealthyTexasWomen.org](https://HealthyTexasWomen.org).

If your case was denied, there may be other programs available to you. Please visit [HealthyTexasWomen.org](https://HealthyTexasWomen.org) to learn more about the Family Planning Program and Breast and Cervical Cancer Services program.

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### Frequently Asked Questions About Healthy Texas Women (HTW):

- **What services can I get with HTW?** While not a full-coverage insurance program, HTW offers a wide range of women's health and family planning services including, but not limited to:
  - ▶ Pregnancy testing
  - ▶ Sexually transmitted infection testing and treatment
  - ▶ Breast and cervical cancer screenings, including mammograms and Pap tests
  - ▶ Birth control options including oral contraception pills, IUDs, injections, implants, condoms and permanent sterilization
  - ▶ Screening and treatment for cholesterol, diabetes and high blood pressure
  - ▶ Screening and, if needed, medication to help treat postpartum depression
- **Can I see my current health care provider or find a new one?** Ask your health care provider if they accept HTW. To find a clinic or provider who accepts HTW in your area, use our online search tool at [HealthyTexasWomen.org/find-a-doctor](http://HealthyTexasWomen.org/find-a-doctor) or call 800-335-8957, Option 5. You may be able to see an Ob/Gyn, primary care provider, nurse practitioner, or specialist, depending on your needs.
- **What is the "pink card"?** The pink card lets your health care providers know you are enrolled in HTW. You will receive your pink card in the mail or you may already have one. Bring your pink card with you to your appointments and to fill prescriptions at any pharmacy that accepts Medicaid. If you need a new pink card, call 800-252-8263 to request a new one, or order one online at [YourTexasBenefits.com](http://YourTexasBenefits.com).
- **Is there a cost?** HTW services are available at no cost to you.
- **How long does my coverage last?** If approved for HTW your coverage period begins on the date granted on the front of this letter. You're covered for a year and must renew coverage annually. You will be mailed a letter when it's time to renew. You can renew coverage by mail, online through [YourTexasBenefits.com](http://YourTexasBenefits.com), or by calling 2-1-1.
- **Why was I enrolled into HTW?** You may have completed an application in person, online or by mail. You also may have been automatically enrolled from Medicaid for Pregnant Women. Either way, you are eligible for the same women's health care services.
- **Who can I call if I have questions?** Please contact the Texas Medicaid & Healthcare Partnership (TMHP) at 800-335-8957, Option 5.

For more information about HTW and other available programs, please visit [HealthyTexasWomen.org](http://HealthyTexasWomen.org).

**You may request a conference to discuss any of the actions described in this notice by calling 2-1-1 or for out of state callers, call 877-541-7905. TDD: 888-425-6889**

**Right to Appeal:** You may request a hearing to appeal any action described in this notice. You lose this right 90 days from the effective date of the action or the date of this notice, whichever is later. If you request a hearing you may represent yourself or have any person represent you, including legal counsel (see the information in this notice about free legal services in your area). If you request an interpreter, one will be provided at no cost.

**Benefits During Appeal:** If you are receiving benefits and appeal within 13 days of the date of this notice, you may continue to receive the benefits at current levels until the appeal is decided (or until the end of your current certification period, if that comes before your appeal is decided). **If you lose the appeal you may have to pay back benefits you received during the appeal.**

**How to Appeal:** If you want to request a hearing, call 2-1-1 or for out of state callers, call 877-541-7905.

**For Free Legal Services, contact:**  
**Texas Rio Grande Legal Aid - Austin**  
**Office 4920 N. IH-35**  
**Austin TX 78751**  
**Contact Phone: 512.374.2700**