

## Problems Getting Food Stamps, Medicaid, CHIP, or TANF with the New Eligibility System? WHO TO CONTACT

Texas is using a new system to sign up for or renew Food Stamps, Children's Medicaid/CHIP, and TANF. Some people may be having 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 benefits or renew using the new system, 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 and federal agencies (so they can fix any problems):

- Food Stamps:**
- 1) E-Mail MaryLou Franks ([marylou.franks@hhsc.state.tx.us](mailto:marylou.franks@hhsc.state.tx.us))
  - 2) E-Mail Sandy Barton ([sandy.barton@fns.usda.gov](mailto:sandy.barton@fns.usda.gov)) and Copy Jessica Shahin ([jessica.shahin@fns.usda.gov](mailto:jessica.shahin@fns.usda.gov)). In your e-mail, write: "I am filing a complaint under 7 CFR 271.6."
- Medicaid/CHIP:**
- 1) E-Mail Bill Dowdey ([bill.dowdey@hhsc.state.tx.us](mailto:bill.dowdey@hhsc.state.tx.us)) and Baldemar Ibanez ([baldemar.ibanez@hhsc.state.tx.us](mailto:baldemar.ibanez@hhsc.state.tx.us)).
  - 2) Copy MaryLou Franks ([marylou.franks@hhsc.state.tx.us](mailto:marylou.franks@hhsc.state.tx.us)) and Joanne Molina ([joanne.molina@hhsc.state.tx.us](mailto:joanne.molina@hhsc.state.tx.us))
- TANF:**
- 1) E-Mail MaryLou Franks ([marylou.franks@hhsc.state.tx.us](mailto:marylou.franks@hhsc.state.tx.us)).

### Step 2—Please Tell Us (So We Can Monitor the System):

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 at [problems@cppp.org](mailto:problems@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 [problems@cppp.org](mailto:problems@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 by calling 2-1-1.

If you need legal help, call Texas Rio Grande Legal Aid toll free at 1-888-988-9996 or locally in Austin at 447-7707.