



## Memorandum

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**#11-065**

**TO:** WIC Regional Directors  
WIC Local Agency Directors

**FROM:** Linda Brumble, Unit Manager  
Nutrition Education/Clinic Services Unit  
Nutrition Services Section

**DATE:** May 27, 2011

**SUBJECT:** *Your Texas Benefits Card* replaces the *Medicaid form 3087*

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Beginning June 1, 2011 the Texas Health and Human Services Commission (HHSC) will transition most Medicaid members from the monthly form 3087 to the new *Your Texas Benefits* card. Each person in the home who participates in the Medicaid program will receive a *Your Texas Benefits* card as seen on page 2 of this memo. The last paper Medicaid ID (form 3087) clients will receive in the mail will be in July 2011; however, HHSC may decide to send the paper Medicaid ID letter in August 2011.

Individuals who get services through Primary Care Case Management (PCCM) and live in one of the counties below will receive the *Your Texas Benefits* card at the end of August 2011, which is later than the initial group. They will continue to receive the paper *Medicaid ID form 3087* until then.

Austin	Deaf Smith	Hutchinson	Live Oak	Randall	Liberty
Bandera	Fayette	Jasper	Matagorda	San Jacinto	Potter
Brooks	Goliad	Jefferson	Newton	Swisher	Wharton
Carson	Hardin	Karnes	Orange	Tyler	
Chambers	Hudspeth	Kennedy	Polk	Walker	

The *Your Texas Benefits* card does not guarantee an individual is currently active in Medicaid; therefore, after June 1, 2011 eligibility can be verified by calling the Medicaid Eligibility and Health Information Services (MEHIS) helpdesk at 855-827-3747 or through the Texas Medicaid & Healthcare Partnership (TMHP) website using the applicant's Medicaid ID number located on the front of the *Your Texas Benefits* card if your agency can currently access this website. We encourage all WIC directors to evaluate the clinic flow to determine whether additional computers or phones lines are needed to verify Medicaid eligibility. Please see sample on page 2 of this memo.

Frequently Asked Questions (FAQs) for Medicaid members that maybe useful for WIC staff located at: <http://www.hhsc.state.tx.us/QuickAnswers/MedCard-FAQs.shtml>. If you have any further questions please call Rachel Edwards at (512) 341-4400 ext. 2263 or [rachel.edwards@dshs.state.tx.us](mailto:rachel.edwards@dshs.state.tx.us).

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## Your Texas Benefits Medicaid Card

- Take this card when you go to a Medicaid doctor, dentist, or drug store.
- Carry and protect the card just like your driver's license or a credit card.
- Each person who gets Medicaid gets a card. For example, if you have 3 people in your home who get Medicaid, there should be 3 cards – one for each person.
- If you lose the card, call 1-855-827-3748. The number is free to call.
- The sample below tells you more about what's on the front and back of your card:

**Your Texas Benefits**  
Health and Human Services Commission

**Medicaid ID Card**

Member name: [Your name goes here]

Member ID (Medicaid ID): 0000000000

Issuer ID: 0000000000

Agency ID: 001111

Agency Code: ADV

Agency Name: RX1234

Your Health Plan goes here.

This card sent: 06/01/2011

**Callouts:**

- This is where your name appears.
- This is your Medicaid ID number.
- This is HHSC's agency ID number. Doctors and other providers need this number.
- If you have a health plan, its name and phone number will be listed here. Call this number if you have questions about your doctor or services.
- Drug stores use these numbers.
- This is the date your card was sent to you.

This card does not guarantee eligibility. La tarjeta no garantiza la elegibilidad.

**Need Help? ¿Necesita Ayuda?**

[ 1-800-252-8263 ]

Questions about your doctor? Call your health plan. ¿Preguntas sobre su doctor? Llame su plan de salud.

www.YourTexasBenefits.com

**Callouts:**

- This message is for doctors and other providers. This means they need to make sure you are still in the Medicaid program.
- This is a magnetic strip your doctor can swipe (like a credit card) to get your Medicaid ID number.
- Call this number if you need help using this card.
- Go to this website to learn more about this card.