

Welcome to the Molina family.



Molina Healthcare
STAR Member Handbook
1-866-449-6849
2011



Your Extended Family.





Dear Member,

Welcome to the Molina family. We know that the power to pick a health plan that is right for you and your family is most important.

Since 1980 the Molina family has worked for better access to healthcare. We help many with care. We work with doctors, clinics and hospitals to get you the care you need, when you need it. We work with your community to help you with health prevention and education activities.

Molina has health plans in ten states. Molina has four offices in Texas. One in San Antonio, one in Dallas, one in Laredo and one in Houston. Molina also has an award for good quality. This shows that Molina wants to offer good care to their members.

It is important that you understand how your health plan works. This Member Handbook has all the information you need about the benefits that Molina offers you. Please take a moment to read it.

Our commitment is to keep helping in the areas we serve. We look forward to serving you. Thank you for picking Molina.
Sincerely,

A handwritten signature in black ink that reads "Don Hairston".

Don Hairston,
President, Molina Healthcare

Service Areas

- Dallas (Collin, Dallas, Ellis, Hunt, Kaufman, Rockwall and Navarro)
- Harris (Harris, Montgomery, Galveston, Brazoria, Fort Bend, Waller, Wharton, Austin and Matagorda)
- Bexar (Atascosa, Bexar, Comal, Guadalupe, Kendall, Medina, Wilson, Bandera)
- Jefferson (Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, Sam Jacinto, Tyler and Walker)

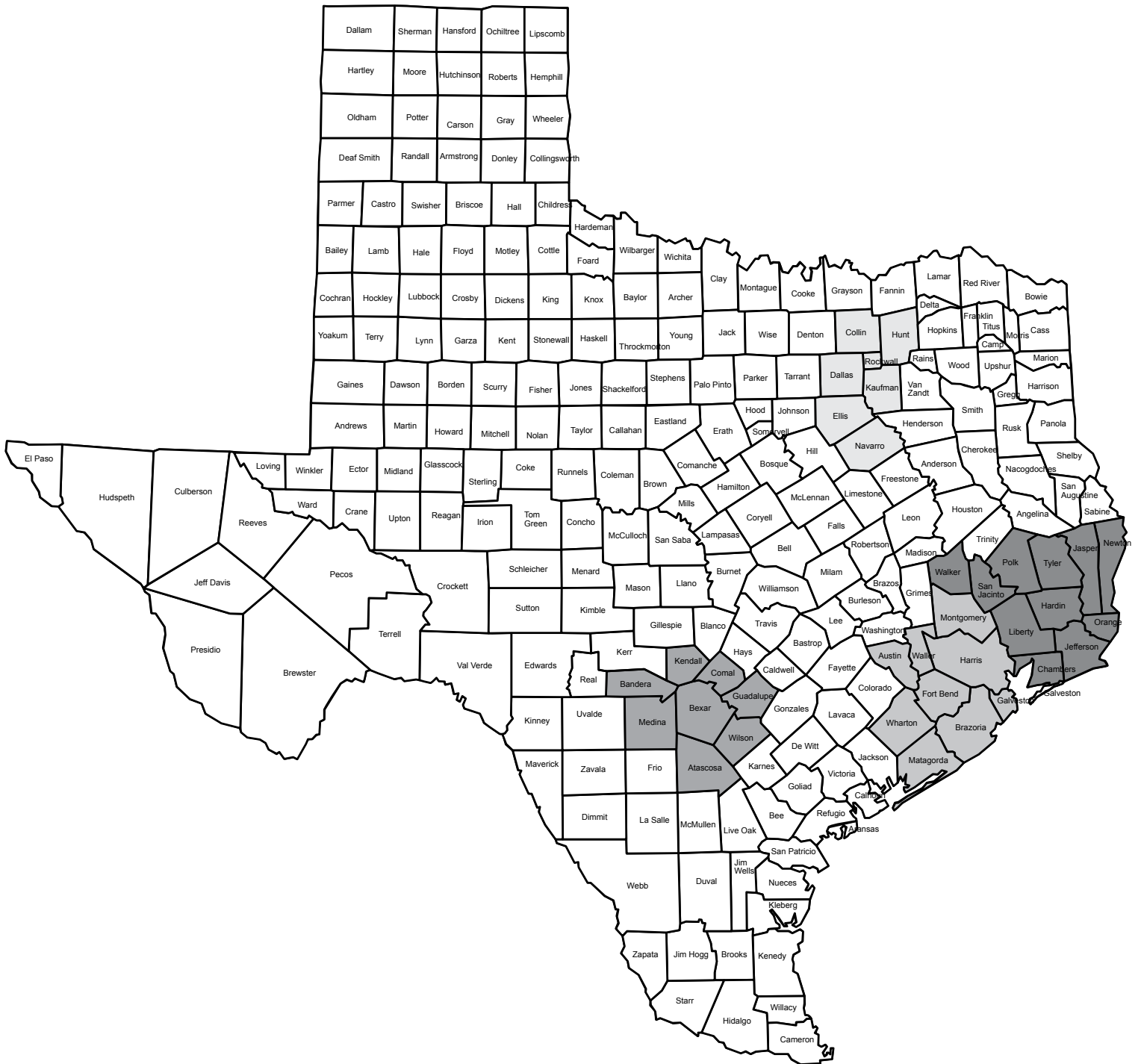


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Introduction

Welcome to Molina!

Welcome to Molina Healthcare of Texas (MOLINA). Thank you for picking us as your health plan. You are now a member of a health plan also known as the STAR program.

We want to do all we can to help you with your medical needs. We will work with you and your doctor to make sure you get the care you need. We want to help remove any difficulties to get health care. We have employees ready to help you with questions or concerns; do not hesitate to call us.

Molina Member Services is Here for You!

If you speak a language other than English, call member services. We are open Monday through Friday from 8:00 am to 5:00 pm, except on holidays. We have employees that are ready to help you in English and Spanish. We have a translator service who can help with any other language.

Member Services Toll Free: 1-866-449-6849

This member handbook can help you with questions you have on getting health care, what your benefits are, and many other topics. If you need help with this handbook, you can call us at the number above for help. You can also ask for this handbook in other forms, which include audio, large print, Braille, and other languages. Member Services can help you get one of these handbooks. Just call us and tell us which kind you need.

You can also find information about us on the Internet. Our web site is: www.MolinaHealthcare.com.

On the web site, you can find the items listed below:

- The Member Handbook
- A list of Molina providers
- You can change your PCP
- You can order a temporary ID Card

You can send a message to the Member Service team.

Important Phone Numbers

Member Services Department

Toll Free: 1-866-449-6849

Member Advocate

Bexar Service Area

210-366-6500 Extension 203011

Harris Service Area

281-676-2268 Extension 204016

Dallas Service Area

972-536-7201 Extension 207240

Jefferson Service Area

1-866-449-6849 Extension 204016

If you call when this department is closed, you can leave a message with an answering service. Someone will call you back by the next business day. You also have a service called the Nurse Advice Line that you can call. They can help you with general information about your health or help you decide where to go for care after-hours.

Nurse Advice Line

Toll Free: 1-888-275-8750 (English),

Toll Free: 1-866-648-3537 (Spanish)

Members who have a hard time hearing can call Relay Texas TDD at:

Toll Free: 1-800-735-2989 or dial 711

for Service in English

Toll Free: 1-800-662-4954 - Service in Spanish

We have a department called the Utilization Management

(UM) Department that is open Monday through Friday, 8:00 am to 5:00 pm, except on state approved holidays. Feel free to call us if you have questions about getting special care. Call us if you have a question about your doctor. If you call when this department is closed, you can leave a message, and someone will call you back the next business day.

Behavioral Health Service

The Behavioral Health Service employees are ready to help you 24 hours a day, 7 days a week. When you call, you can select to get service in English or Spanish. For any other language, an interpreter service will be used.

You do not need to ask your doctor to get behavioral health services, you can call member services toll free. Call 1-866-449-6848. They will help you find a provider that best meets your needs.

If you are in a critical situation, go to an emergency room that is close to where you are.

Mental Health and Substance Abuse Services

If you live in Jefferson, Bexar or Harris Service areas call Toll Free:

1-800-818-5837

Other Important Phone Numbers:

24-Hour Nurse Advice Line Toll Free:

1-888-275-8750 (English), 1-866-648-3537 (Spanish). This line is used when a member needs help with basic health questions or for information on how to get after-hour care.

Eye Care Toll Free: 1-866-449-6849. Call this number for information on routine eye care.

Medicaid Managed Care Help Line:

1-866 566- 8989; TDD# 1-866-222-4306. This number is used if you have any questions on the STAR program. This line does not give medical advice.

STAR Program Help Line:

1-800-964-2777, TDD# 1-800-267-5008. Use this help line if you have questions on enrollment, plan changes, your PCP or health plan.

Medical Transportation Program:



1-877-633-8747. Call this number to set up a ride for health care appointments.

What if I need hospital care?

You need to see your doctor if you think you need hospital care that is not an emergency. All hospital services except emergency services must be approved and/or arranged by your doctor or Molina except as otherwise stated in this handbook.

ID Cards

Molina Member Identification Card (ID)

	
Member/Miembro: Raquel Nava	Date of Birth: 05/16/1990
Identification #/Num. de identificación: 528974532	
PCP/Proveedor de Cuidado Primario: English Darrell D	
PCP Phone/Teléfono del Proveedor de Cuidado Primario: (281)249-2273	
Primary Care Physician Effective Date/Fecha de Vigencia del Proveedor de Cuidado Primario: 07/01/2009	
MMIS# 528974532	Effective Date: 07/01/2009 Issue Date: 07/31/2009

MEMBERS: Call Molina Healthcare Member Services at (866) 449-6849, Monday through Friday, between 8:00 a.m. and 5:00 p.m. For hearing impaired, call the TTY/Texas Relay: English at (800) 755-2989, or 711; Spanish at (800) 662-4954, or 711.

Emergency Services: Call 911 (if available) or go to the nearest emergency room or other appropriate setting. If you are not sure whether you need to go to the emergency room, call your Primary Care Physician (PCP) at the number on the front of this card for instructions. You may also contact our 24-hour Molina Healthcare Nurse Advice Line at (888) 275-8750 (English) or (866) 648-3537 (Spanish). Follow up with your PCP after all emergency room visits.

Referral Services: You must have a referral from your PCP for all services or care except as noted in your Member Handbook.

Behavioral Health Services Hotline: (800) 818-5837, Hearing Impaired Service (800) 955-8770 24 hour/7 days a week Toll-Free

MiEMBRO: llame a Servicios para Miembros de Molina Healthcare al 1 (866) 449-6849, de lunes a viernes entre 8:00 a.m. y 5:00 p.m. Si tiene déficit auditivo, llame a la línea TTY/Texas Relay en inglés al 1 (800) 755-2989 o al 711; o en español al 1 (800) 662-4954 o al 711.

Servicios de emergencia: llame al 911 (si está disponible) o vaya a la sala de emergencias más cercana o a otro lugar apropiado. Si no está seguro si debe ir a la sala de emergencias, llame a su Proveedor de Cuidado Primario (PCP) al número en el frente de esta tarjeta para pedir instrucciones. También puede llamar las 24 horas a la Línea de Consejos de Enfermeras de Molina Healthcare al 1 (888) 275-8750 (inglés) o al 1 (866) 648-3537 (español). Háblele a su PCP después de cada visita a la sala de emergencias para cuestiones de seguimiento.

Envíos a servicios: tiene que tener un envío a servicios de su PCP para todos los servicios o atención médica excepto como se indica en el Manual para Miembros.

Línea Directa de Servicios de Salud Mental y Abuso de Sustancias: 1 (800) 818-5837, servicios para las personas con déficit auditivo, 1 (800) 955-8770, gratis las 24 horas del día, los 7 días de la semana.

PRACTITIONERS/PROVIDERS/HOSPITALS: For prior authorization, post stabilization, eligibility, claim or benefit information call (866) 449-6849.

Hospital Admissions: Authorization must be obtained by the hospital prior to all non-emergency admissions.
Claims Submission: PO Box 22719, Long Beach, CA 90801

www.molinahealthcare.com

How to read your card

Front	Back
Name of Health Plan	Member Services Contact Information
Program Name — STAR	What to do in an emergency
Member Name	Referral Service Information
Member Identification Number/Date of Birth	Behavioral Health Contact information
Name of Primary Care Physician	Provider Service Contact Information
Phone Number for Primary Care Physician	Claims Submission information
Effective Date of Primary Care Physician	
Date the ID Card was issued	

How to use your ID card?

Show your ID card whenever you are getting health care. You will also need to show Your Texas Benefits Medicaid Card .

How to replace a lost or stolen ID card?

If your ID card has been lost or stolen call Member Services for a new ID Card.

Your Texas Benefits Medicaid Card

When you are approved for Medicaid, you will get a Your Texas Benefits Medicaid Card. This plastic card will be your everyday Medicaid ID card. You should carry and protect it just like your driver's license or a credit card. The card has a magnetic stripe that holds your Medicaid ID number. Your doctor can use the card to find out if you have Medicaid benefits when you go for a visit.

You will get a new Your Texas Benefits Medicaid card every time you change your health plan.

If you are not sure if you are covered by Medicaid, you can find out by calling toll-free at 1-800-252-8263. You can also call 2-1-1. First pick a language and then pick option 2.

Your health history is a list of medical services and drugs that you have gotten through Medicaid. We share it with Medicaid doctors to help them decide what health care you need. If you don't want your doctors to see your health history through the secure online network, call toll-free at 1-800-252-8263

The Your Texas Benefits Medicaid card has these facts printed on the front:

- Your name and Medicaid ID number.
- The name of the Medicaid program you're in if you get your Medicaid services through a health plan. This would be STAR, STAR Health, or STAR+PLUS.
- The date HHSC made the card for you.
- Facts your drug store will need to bill Medicaid.
- The name of the health plan you're in and the plan's phone number.
- The name of your doctor and drug store if you're in the Medicaid Limited program.

The back of the Your Texas Benefits Medicaid card has a website you can visit (www.YourTexasBenefits.com) and a phone number you can call (1-800-252-8263) if you have questions about the new card.

If you forget your card, your doctor, dentist, or drug store can use the phone or the Internet to make sure you get Medicaid benefits.

If you lose the Your Texas Benefits Medicaid card, you can get a new one by calling toll-free at 1-855-827-3748.

Temporary ID card – Form 1027-A

If you lose Your Texas Benefits Medicaid card you will have to show your doctor you have Medicaid. Call or visit your local HHSC Benefits Office to get another one.

Sample of Your Texas Benefits Medicaid Card:

Your Texas Benefits
Health and Human Services Commission

Medicaid ID Card

Member name: [Your name goes here]

Member ID (Medicaid ID): 000000000

Issuer ID: (0000) 000000000

RxBIN: 001111
RxPCN: ADV
RxGRP: RX1234

Your Health Plan goes here: []

Date card sent: 06/01/2011

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.

[Magnetic Strip]

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

TX-CARD11

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.

Access to Care

Primary Care Provider (PCP)

A Primary Care Provider (PCP) is someone who knows you well and takes care of your medical needs. Your PCP may be a physician or a clinic chosen from the Molina Healthcare list of providers. Your PCP will treat most of your health care needs. If your PCP cannot treat a need, you will be referred to a provider who can.

What do I need to bring with me to my doctor's appointment?

You have to take your Molina ID card and Your Texas Benefits Medicaid Card.

How can I change my Primary Care Provider (PCP)?

If you wish to change your PCP, just call Member Services and we can help you find a new PCP.

Can a clinic be my PCP? (RHC/FQHC)

Yes, A PCP can also be a clinic, such as a Federally Qualified Health Center (FQHC) or a Rural Health Clinic (RHC).

How many times can I change my/my child's PCP?

There is no limit on how many times you can change your or your child's primary care provider. You can change primary care providers by calling us toll-free at 1-866-449-6849. You can write to us to change your PCP. You can send a letter to:

Molina Healthcare Member Services
15115 Park Row, Suite 110
Houston, Texas 77084-4288

When will my PCP change become effective?

Your PCP change will be effective on the first, following the month you call with the request.

Are there reasons why my request to change a PCP may be denied?

Reasons why a request to change a PCP may be denied:

- The PCP you want is not taking new patients
- The PCP you want is no longer with Molina Healthcare.

Can my PCP request that I be changed to another PCP for non-compliance?

Yes, your PCP may request a change if:

You often miss visits without calling your PCP to say you will not be there.

- You do not follow your PCP's advice.
- You and the provider do not get along.

What if I choose to go to a doctor who is not my PCP?

You may go to any Doctor who takes Medicaid if you need:

- 24-hour emergency care from an emergency room
- Texas Health Step Services
- OB/GYN Care

You should go to your PCP for most other services. If your PCP does not provide a service, you will be referred to a provider that does. If you obtain a service that requires a PCP referral and you do not have a referral, you may have to pay for the service.

Physician Incentive Plans

At present time, Molina Healthcare of Texas does not offer a Physician Incentive Plan to any of our providers.

Changing Health Plans

What if I want to change health plans?

If you are not in the hospital, you can change your health plan by calling the Texas STAR Helpline at 1-800-964-2777. You can change health plans as many times as you want, but not more than once a month. If you are in the hospital, you will not be able to change health plans until you have been discharged.

If you call to change your health plan on or before the 15th of the month, the change will take place on the first day of the next month. If you call after the 15th of the month, the change will take place the first day of the second month after that. For example:

- If you call on or before April 15, your change will take place on May 1.
- If you call after April 15, your change will take place on June 1.

Who do I call?

Call the Texas STAR Program help line at 1-800-964-2777.

How many times can I change health plans?

You can change plans as many times as you want, but not more than once a month.

What if I want to know more about my doctor? If you want to know more about your doctor such as where he went to school, his specialty, or board certification status, call the Member Services Department.

When will my health plan change become effective?

If you call to change your health plan on or before the 15th of the month, the change will take place on the first day of the next month. If you call after the 15th of the month, the change will take place the first day of the second month after that.

Can Molina request that I be dropped from their plan (for non-compliance, etc.)?

Yes, Molina can ask that you be disenrolled from the health plan if:

- You let someone else use your Molina Healthcare of Texas ID card or
- You let someone else use your Texas Benefits Medicaid Card or
- You make it difficult for your doctor to help you.

The Texas Health and Human Services Commission will make the final decision on all disenrollment requests.

If there is a change in your health plan, you will be sent a letter.

Benefits

What are my health care benefits?

The list below shows some of the benefits you have.

Benefit	Limit
Services in your PCP's office, when medically necessary	No limit
Services in a specialist office, when referred by your PCP and medically necessary	No limit
Medically necessary inpatient and outpatient medical hospital services	No limit
Family planning service done by any qualified health care provider	No limit
Coverage for pregnancy and newborn baby services	No limit
Ambulance services in an emergency	No limit
Chiropractic services treatment period.	12 visit in a 12-month
Emergency room and urgent care services	No limit
Outpatient behavioral health services (mental health)	30 visit per year
Outpatient behavioral health services (mental health)	No limit
Inpatient behavioral health (mental health and chemical dependency)	135 hours per year
Routine Medical Care	No limit

How do I get these services? What number do I call to find out about these services?

You can get these services by calling Member Services Toll Free at: 1-866-449-6849

Are there any limits to any covered services?

The table above tells you about benefits limitations.

What services are not covered benefits?

Services that are not covered by Medicaid will not be covered by your Molina health plan. Some of the services that are not covered are listed below. You can call Member Services for a complete list of services that are not covered.

- All services or supplies not medically necessary
- Experimental services, including drugs and equipment, not covered by Medicaid
- Organ transplants that are not covered by Medicaid
- Abortions except in the case of a reported rape, incest or when medically necessary to save the life of the mother
- Infertility services, including reversal of voluntary sterilization procedures
- Voluntary sterilization if under 21 years of

age or legally incapable of consenting to the procedure

- Cosmetic surgery
- Shots for travel outside the United States
- Services for treatment of obesity unless it is medically necessary
- Custodial or supportive care
- Sex change surgery and related services
- Sexual or marriage counseling
- Court ordered testing
- Education testing and diagnosis
- Acupuncture and biofeedback services
- Comfort items
- Paternity testing

Whenever you have a question about a service being covered, call Molina Member Services and ask for help. If you have a service done one that is not covered, you may have to pay for it.

Value Added Benefits

What extra benefits do I get from Molina?

Value Added Benefit	How does it work?
24- Hour Nurse Advice Line	Gives you access to a live nurse 24 hours a day, 365 days a year. If you have a question about getting care, you can call the Nurse Advice Line. <ul style="list-style-type: none"> The phone numbers are: English: (888AskUs50) 888-275-8750 Spanish: 866-648-3537
Extra Help with Getting a Ride (when state services are not available)	Help getting a ride to doctor visits. <ul style="list-style-type: none"> For help in getting this service call member services. Call is toll free at 1-866-449-6849.
Dental Benefits for Adults (age 21 and older) and Pregnant Women	<ul style="list-style-type: none"> Up to \$500 each year for exams, x-rays, fillings, tooth pulling, and 2 cleanings for Members age 21 and older. Other services provided at 25% off For help in getting this service call member services. Call is toll free at 1-866-449-6849.
Extra Vision Benefits	<ul style="list-style-type: none"> Up to \$100 per year above basic benefit for lenses and frames or contact lenses, subject to Medical Necessity, for a new prescription.
Sports and School Physicals	<ul style="list-style-type: none"> 1 each year for Members ages 5-19 . For help in getting this service call member services. Call is toll free at 1-866-449-6849.
Help for Asthmatics	<ul style="list-style-type: none"> Allergy-free bedding 1 time for Members who participate for 3 months in the Breath-and Ease Asthma Program.
Health and Wellness Benefits	<ul style="list-style-type: none"> Weight Watchers program membership for certain Members age 15 and older with BMI of 30 or above Up to \$185 for stop-smoking program for pregnant women and certain Members age 18 and older each year. For help in getting this service call member services.
Recreation Programs	<ul style="list-style-type: none"> Boys & Girls Club basic membership for Members ages 7-17. For help in getting this service call member services. Call is toll free at 1-866-449-6849.
Value Added – Gift Program	How does it work?
\$20 gift card	<ul style="list-style-type: none"> \$20 gift card for getting annual THSteps exams for Members age 20 and under. For help in getting this service call member services. Call is toll free at 1-866-449-6849.
Emergency Preparedness kit for each family	<ul style="list-style-type: none"> For help in getting this service call member services. Call is toll free at 1-866-449-6849.
Diaper bag with baby items for pregnant Members	<ul style="list-style-type: none"> For members enrolled in Motherhood Matters Program after first pregnancy doctor visit. Call is toll free at 1-866-449-6849.

NOTE: for a list of counties in service areas please see map at the beginning of this handbook.

How Can I Get These Extra Services?

Just call our Member Services. Call Toll Free: 1-866-449-6849.

What health education classes do Molina Healthcare of Texas Offer?

Molina offers many ways to help you stay in good health, or become healthier. You can call Member Services and ask for information on any of the subjects listed below:

- Eating healthy
- Reading the food label to reduce fat in your diet
- Reducing stress
- Starting an exercise program
- Choosing a birth control method
- Is someone I love on drugs?

Disease Management:

We also have programs to help you manage certain health conditions. Some of these conditions are Asthma, Cardiovascular Disease, Congestive Heart Failure, COPD and Diabetes; we also have a special program to help you if you are pregnant. The programs offer learning materials, telephonic calls, and advice. You can take part in a way that best manages your needs.

If you have any of the health conditions listed above you will be enrolled and will begin to receive learning materials and newsletters. If you or your child's condition is more severe, you may receive a telephone call by a Case Manager. This case manager will work with you and your provider to help make sure you have what you need to stay well. If you would like to know more about any of these programs, Please call Member Services at 1-866-449-6849.

What other services can Molina Help me with?

The STAR program covers a lot of services. Some of them are given by providers that are not with Molina. To know more about these services call Member Services. Call us Toll Free at 1-866-449-6849

Health Care and Other Services

What does Medically Necessary Mean?

Medically Necessary means:

- Acute care services, other than behavioral health services, that are:

- a. reasonable and necessary to prevent illnesses or medical conditions, or provide early screening, interventions, and/or treatments for conditions that cause suffering or pain, cause physical deformity or limitations in function, threaten to cause or worsen a handicap, cause illness or infirmity of a member, or endanger life;
 - b. provided at appropriate facilities and at the appropriate levels of care for the treatment of a member's health conditions;
 - c. consistent with health care practice guidelines and standards that are endorsed by professionally recognized health care organizations or governmental agencies;
 - d. consistent with the diagnoses of the conditions;
 - e. no more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency;
 - f. are not experimental or investigative; and
 - g. are not primarily for the convenience of the member or provider; and
- Behavioral health services that are:
 - a. are reasonable and necessary for the diagnosis or treatment of a mental health or chemical dependency disorder, or to improve, maintain, or prevent deterioration of functioning resulting from such a disorder;
 - b. are in accordance with professionally accepted clinical guidelines and standards of practice in behavioral health care;
 - c. are furnished in the most appropriate and least restrictive setting in which services can be safely provided;
 - d. are the most appropriate level or supply of service that can safely be provided;
 - e. could not be omitted without adversely affecting the member's mental and/or physical health or the quality of care rendered;

- f. are not experimental or investigative; and
- g. are not primarily for the convenience of the member or provider.

- 4. Serious disfigurement; or
- 5. In the case of a pregnant women, serious jeopardy to the health of a woman or her unborn child.

What is routine medical care?

Routine medical care is when you go to your PCP for a check-up, without having a sickness. Routine medical care is very important to keeping you in good health. Some of the things you may have done during a routine visit could include an immunization, a well woman exam, or a full routine physical.

How soon can I expect to be seen for routine medical care?

When you call your PCP for routine medical care, you will get an appointment within 14 days from the day you call.

What is urgent medical care?

Urgent medical care is the treatment of a health care need that is not an emergency, but needs to be taken care of within 24 hours. If you think, you have an urgent care need call your PCP's office. If it is after office hours your doctor will have someone on call to help you. You can also call our 24-hour Nurse Advice Line for information on after-hour care.

How soon can I expect to be seen for an urgent medical care?

You can be seen for urgent care within 24 hours after you ask to be seen. When you call, tell the person you are talking to that you have an urgent care need.

What is emergency medical care?

Emergency Medical Condition means a medical condition manifesting itself by acute symptoms of recent onset and sufficient severity (including severe pain), such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absences of immediate medical care could result in:

- 1. Placing the patient's health in serious jeopardy;
- 2. Serious impairment to bodily functions;
- 3. Serious dysfunction of any bodily organ or part;

How soon can I expect to be seen?

You should be seen as soon as possible. The emergency room staff will decide based on your condition. If you need help getting to the emergency room, call 911.

What is Post-Stabilization?

Post-stabilization care services are services covered by Medicaid that keep your condition stable following emergency medical care.

How do I get care after my PCP's office is closed?

Your PCP will have someone to help you after the office is closed. You should only call after hours if you have an urgent care need, if it is an emergency go to the nearest emergency room. Your PCP's phone number is on the front of your Molina ID card.

You can also call our 24-hour Nurse Advice Line. When you call the Nurse Advice Line tell them what your medical problem is, and they will help you decide the best way to get your medical needs taken care of. The Nurse Advice Line phone number is on the back of your Molina ID Card.

What if I get sick when I am out of town or traveling?

If you get sick when you are out of town or traveling and you have an emergency care need, go to an emergency room close to where you are. If you have an urgent care need, you should call your PCP's office and ask them to give you direction on getting care. You can also call our 24-hour Nurse Advice Line for direction on care. Your PCP's phone number and the Nurse Advice Line's phone number are on your Molina ID card.

What if I am out of the state?

If you get sick when you are out of the state and you have an emergency care need, go to an emergency room close to where you are. If you have an urgent care need, you should call your PCP's office and ask them to give you direction on getting care. You can also call

our 24- hour Nurse Advice Line for direction on care. Your PCP's phone number and the Nurse Advice Line's phone number are on your Molina ID card.

What if I am out of the country?

Medicaid does not pay for health care service out of the country; you will need to pay for these services yourself.

Specialist Services

What if I need to see a special doctor? (Physician Specialist)

Your PCP will help you if you need to see a special doctor or if you need a special service. Your PCP will make sure you get the special health care you need.

What is a referral?

A "Referral" is an approval for you to get certain medical services, including when you need to see a special doctor or need a special service. Referrals are also sometimes called Authorizations." Your PCP will help you to get a referral.

How soon can I expect to be seen by a specialist?

When you call to make an appointment with a specialist, you will be seen within (30) days, unless your medical need is urgent. If your medical need is urgent you will be seen within (24) hours.

What Services Do Not Need A Referral?

You do not need a referral for these services:

- Emergency services
- Qualified Family Planning services
- OB/GYN services
- Certified Nurse Midwife services
- Certified Nurse Practitioner
- Federally Qualified Health Care (FQHC) services
- Rural Health Care (RHC) service
- Behavioral Health Service
- Routine Vision Care

If you go for a service without a referral and you need one, you may have to pay for the service yourself. If you are not sure if a service needs a referral, call Member Services.

Second Opinion

How can I ask for a second opinion?

- To ask for a second opinion, just call Member Services, and they will help you. Your doctor can also call and ask that you have a second opinion. Molina will send a written approval or denial within 48 hours. If you have an urgent medical need, the approval or denial will be sent within 24 hours. If you have an emergency care need, you will not need a referral.

Listed below are some of the reasons why you may want to have a second opinion:

- You are not sure if you need the surgery your doctor is planning to do.
- You are not sure of your doctor's diagnosis or care plan for a serious or difficult medical need.
- Your doctor is not sure of a diagnosis because your condition is confusing
- You have done what the doctor has asked, but you are not getting better.
- When a doctor does a second opinion, he or she will give a written report to you and your first doctor.

General Health Care Tips

- Be active in your health care: Plan ahead
- Schedule your appointments at a good time for you.
- Ask for your appointment at a time when the office is least busy if you are worried about waiting too long.
- Keep a list of questions you want to ask your doctor.
- Refill your prescription before you run out of medicine.

Make the most of your doctor's visit

- Ask your doctor questions.
- Ask about possible side effects of any medicines you have been prescribed.
- Tell your doctor if you are drinking any teas or taking herbs. In addition, tell your doctor about any vitamins or over-the-counter medicines you are using.

Visiting your doctor when you are sick:

- Try to give your doctor as much information as you can.
- Tell your doctor if you are getting worse or if you are feeling about the same.
- Tell your doctor if you have taken anything.

Behavioral Health, Mental Or Substance (Drug) Abuse

“How do I get help if I have mental health, alcohol or drug problems?”

If you live in Bexar, Harris, or Jefferson Service area:

- You can get help for yourself. Call our 24-hour Behavioral Health Line (see phone number below). Someone will always be there to help you. You do not need to call your/ your child's PCP to get an OK for these services. If you have an emergency or crisis care need, you do not need to call first, go to the nearest emergency care center or call 911.

You do not need a referral from a Primary Care Physician but you may want to talk to your Primary Care Physician about the issue.”

NOTE: for a list of counties in service areas, please look at map at the beginning of this handbook.

Do I need a referral for this?

No, you/your child do not need to get a referral from your/your child's PCP for these services.

- Molina Behavioral Health Line 1-800-818-5837

Prescription Drugs

How do I get my prescriptions?

- You can go to any Medicaid pharmacy and show Your Texas Benefits Medicaid Card. If you need help finding a Medicaid Pharmacy call the STAR Program Help Line. They will help you find a pharmacy close to you. You do not have a limit on the number of prescriptions you get each month.

Who do I call if I have problems getting my prescriptions?

- You can call the STAR Program help-line or Member Services if you are having trouble getting a prescription. STAR Program Help Line 1-800 964-2777

What if I can't get my prescription approved?

- If your doctor cannot be reached, the pharmacy must give you a three day emergency supply of the drug on the prescription.

Vision

How do I get eye care services?

You can get routine eye care by going to a vision care provider listed in the Vision Section of your Provider Directory. You will not need a referral from your PCP for routine vision care.

If you have a medical problem with your eyes, like an infection or an eye disease, you will need to call your PCP first. If your doctor cannot treat your medical problem, you will be referred to a special eye doctor who can.

Family Planning Services

How do I get family planning services?

Family planning services such as birth control and counseling are very private; you do not need to ask your PCP to get these services. You can go to any family planning provider who takes Medicaid.

Do I need a referral for these services?

No, you do not need to ask your PCP to get these services.

Where do I find a family planning service provider?

You will find a listing of family planning providers beginning on page 38 of this handbook. You can also find a list on the internet by going to: <http://www.dshs.state.tx.us/famplan/locator.shtm>

Case Management For Children And Pregnant Women (CPW) Program

What is Case Management for Children and Pregnant Women (CPW)?

CPW gives service to children with a health need or risk, birth through 20 years of age and to high-risk pregnant women of all ages.

What type of services would my child or I get?

CPW can get you help with:

- Getting medical services,
- Family problems,
- Education/School issues,
- Financial worries,
- Finding help near where you live, and
- Equipment and supplies

For more information go to the CPW website at: <http://www.dshs.state.tx.us/caseman/default.shtm>

THSteps = Texas Health Steps

What is Texas Health Steps (THSteps)?

The Texas Health Steps (THSteps) program is for children from birth up to their 21st birthday. The THSteps program is very important for your children and helps them get the health care they need to stay healthy.

Routine health care means you go to the doctor or the dentist before you are sick. A routine exam will help to find a health problem before the problem gets too bad. You can get THSteps exams at no cost to you. Your Member Advocate will help you. They can help with getting dental services. They can also help you with getting transportation services. You can call your member advocate at:

Bexar Service Area

210-366-6500 Extension 203011

Harris Service Area

281-676-2268 Extension 204016

Dallas Service Area

972-536-7201 Extension 207240

Jefferson Service Area

1-866-449-6849 Extension 204016

What services are offered by THSteps?

In this program your child will get:

- Initial medical history performed by your child's PCP or other THSteps provider
- A complete physical examination
- Assessment of nutritional, developmental and mental health care needs
- Laboratory tests
- Routine immunizations
- Health Education
- Vision and hearing check-ups, with eyeglasses and hearing aids if needed
- Referrals to other health care providers as needed
- Dental check-ups and follow-up care
- Comprehensive care for children with special health care needs (for example: private duty nursing; physical, occupational and speech therapies)
- Durable Medical Equipment (DME)
- Case Management

How and when do I get Texas Health Steps (THSteps) medical and dental checkups for my child?

Texas Health Steps (THSteps) is for children from birth through 20 years of age. This program has case management services for babies, children, teens, and young adults. This is at no cost to you. If your child's doctor finds a health problem during a checkup, he or she can make sure your child gets the medical care that is necessary. This will help prevent problems that

could make it hard for your child to learn and grow. Make sure you take your child to get their THSteps visit. Texas Health Steps will:

- Help you find a doctor, dentist, or case manager
- Help you make an appointment for a checkup
- Help you get a ride or money for gas

You can get these services by calling your child's PCP and/or dental provider to make an appointment. Tell the person on the telephone that you want to schedule a "THSteps" appointment. These checkups are important and should be set up within 45 days of your child joining the health plan.

Does my doctor have to be part of the Molina network?

Your child may go to any THSteps Medicaid provider for THSteps services. Most of Molina's PCPs who treat children are also able to offer THSteps services. You may want to talk to your child's PCP first. Also, do not forget show your Molina ID card and Your Texas Benefits Medicaid Card to the provider.

Do I have to have a referral?

No, you do not need a referral for THSteps services for your child. We suggest you to talk to your PCP if you plan to go to a non Molina PCP for these services.

What if I need to cancel an appointment?

Call if you will miss your child's appointment. Many PCPs want to be called 24hrs before the appointment time. When you call, be sure to setup a new time for your child to be seen.

What if I am out of town and my child is due for a THSteps checkup?

When you return, setup an appointment as soon as you can. It is very important that your child get these services.

What if I am a Migrant Farm Worker?

You can get your checkup sooner if you are leaving the area.

Transportation

If I do not have a car, how can I get a ride to a doctor's office?

If you do not have a car or cannot get a ride for a medical visit, you can call the Medical Transportation Program for a ride. This program is in place to help you get to a doctor's visit for the care you need. This program is not for emergency transportation. If you have an emergency and cannot get a ride, call 911.

This program is for Medicaid medically necessary appointments.

Who do I call for a ride to a medical appointment?

Call the Medical Transportation Program. Tell them why you need a ride, if you need help during the ride, (like a wheelchair), and give them all of your Medicaid information.

If you need help with setting up a ride, call Member Services. They will make the call with you.

- Medical Transportation Program 1-877 633-8747

How far in advance do I need to call?

You should call for a ride as soon as you set up a health care visit.

Can someone I know give me a ride to my appointment and get money for mileage?

Yes, but call the Medical Transportation Service Center before someone gives you a ride. Tell them you would like to get a ride from someone you know, and you would like for them to be paid for giving you a ride. A person can only be paid if you are going to an approved medical visit.

Who do I call if I have a complaint about the service or staff?

To make a complaint about the service or staff, call the Medical Transportation number and ask for a Supervisor. Your complaint will be taken very seriously. If this does not help, call Member Services and tell them your complaint.

What are the hours of operation and limits for transportation services?

The Medical Transportation Service Center is open to help you Monday through Friday from 8:00 a.m. until 5:00 p.m.

Transportation services have some limits. The limits include:

- Members under 18 years of age must have a parent or guardian with them use this service.
- The Medical Transportation Program cannot give someone a ride if they live in a nursing home.
- This benefit is not available to someone not covered under Medicaid, unless they are helping a person covered under Medicaid and the member needs help.
- Transportation will not be covered if the health service is not a covered benefit.

Interpreter Services

Can someone interpret for me when I talk with my doctor?

Yes, if the provider does not have someone to interpret for you, call Molina Member Services; we will help find an interpreter.

Who do I call for an interpreter?

When you setup a medical visit, tell the provider you need an interpreter. If the provider does not have someone to interpret for you, call Molina Member Services and we will help you.

How far in advance do I need to call?

Call as soon as you make your medical appointment.

How can I get a face-to-face interpreter in the provider's office?

When you call to set up your medical visit, tell the person you are talking to you need an interpreter with you during the visit. If they cannot help, call Member Services.

OB/GYN Care

What if I need OB/GYN care?

Attention Female Members

Molina Healthcare of Texas allows you to pick any OB/GYN, whether that doctor is in the same network as your Primary Care Provider or not.

You have the right to pick an OB/GYN without a referral from your Primary Care Provider. An OB/GYN can give you:

- Care related to pregnancy;
- One well-woman checkup per year;
- Care for a female medical condition; and
- Referral to special doctor within the network.

Do I have the right to pick an OB/GYN?

Yes, if you need help picking an OB/GYN, call Molina Member Services for help.

How do I pick an OB/GYN?

You are not required to pick an OB/GYN (doctor for women's health). However, if you are pregnant you should pick an OB/GYN (doctor for women's health) to take care of you.

You can pick any OB/GYN listed in the Molina Provider Directory. Your OB/GYN will schedule an appointment for you within 2 weeks of your call.

If I do not pick an OB/GYN, do I have direct access?

You have direct access to an OB/GYN. You have the right to pick an OB/GYN without a referral from your Primary Care Provider. An OB/GYN can give you:

- One well-woman checkup each year.
- Care related to pregnancy.
- Care for any female medical condition.
- Referral to special doctor within the network.

Will I need a referral?

No, you will not need to ask your PCP. You can go to any OB/GYN provider listed in the provider directory.

Can I stay with my OB/GYN if they aren't with Molina?

If you are pregnant when you start your coverage with Molina, and you are seeing a doctor that is not a Molina doctor, you can still see that doctor if you are in the second or third trimester of your pregnancy, or have a health problem that would make changing to a new doctor unsafe. Otherwise, you will need to pick a doctor from the Molina Provider Directory for care.

What if I am pregnant?

As soon as you find out you are pregnant call Member Services. We can help you get information on ways to have a healthy pregnancy. We can also help you find a doctor for yourself and your baby once the baby is born.

Who do I need to call?

Call Member Services for information on benefits for pregnant women.

What other services/activities/education does the plan offer pregnant women?

Molina has a program just for pregnant moms. This program gives you information on having a healthy pregnancy and important things to do for your baby. You will also work with someone that will help you during the time you are pregnant. This person will also help you with what to do after your baby is born.

How soon can I be seen after contacting my OB/Gyn for an appointment?

You will be seen within 2 weeks of your request for an appointment.

Newborn Coverage

Can I pick a PCP for my baby before the baby is born?

Yes, we would like you to pick a PCP before your baby is born. Member Services can help you pick a PCP for your baby.

How and when can I switch my baby's PCP?

You can switch your baby's PCP at any time, call Molina Member Services, and they will help you with this change.

Can I switch my baby's plan?

Your baby will be assigned to the same health plan that you are enrolled with for at least 90 days from date of birth. You can ask for a plan change prior to the 90 days if both health plans agree with the transfer. If your baby is in the hospital, plan changes are not allowed until the baby is released.

How do I sign up my newborn baby?

It is important to sign your baby up for Medicaid soon after your baby is born. To get more information on how to sign your baby up call the STAR Program Help Line. The help line staff will tell you what you need to do to keep your baby covered under Medicaid.

Star Program Help Line - 1-800-964-2777

How and when do I tell my Health Plan?

Call Member Services as soon as your baby is born. We will help you with information on how your baby is covered and the steps you need to take to keep your baby covered.

How and when do I notify my caseworker?

Call your caseworker as soon as your baby is born. If you do not know who your caseworker is, call the STAR Help Line and they will help you. Star HelpLine - 1-800-964-2777

Other Important Information'

Who do I call if I have special health care needs and need someone to help me?

You can call Member Services to get help with special health care needs. We can tell you about services that Molina has in your area or community resources in your area. It is also important to tell your PCP that you have special health care needs. The best way to tell your doctor about your special health care needs is to make an appointment to see your PCP.

What if I'm too sick to make a decision about my medical care?

You can write a letter which is called an Advance Directive that tells people what you want to happen if you get very sick. For more information on how to write an Advance Directive, call Member Services. We

can send you forms to fill out that tell others the kind of health care you want if you are too sick to tell them.

What is an Advance Directive?

An Advance Directives is a letter that you write to tell others the type of health care you want if you are too sick. You can also use this letter to give someone else the right to make these decisions for you, if you become too ill to make the decisions yourself.

How do I get an Advance Directive Form?

You can get forms to write advance directives by calling Member Services. They will help you get the information you need to complete these forms.

What happens if I lose my Medicaid coverage?

If you lose Medicaid coverage but get it back again within six (6) months you will get your Medicaid services from the same health plan you had before losing your Medicaid coverage. You will also have the same Primary Care Provider you had before.

What if I get a bill from my doctor?

Your doctor should not bill you for a Medicaid covered service. If you do get a bill from a doctor, call the doctor's office. Make sure they have your Medicaid information. All of the information your doctor needs to bill Molina for the service is on your ID card.

Who do I call?

Call Member Services. A team member will help you with your doctor bill.

What information will they need?

- The name of the member
- The member's Medicaid ID number
- The date of service
- The name of the provider sending you the bill
- The amount you are being billed for

What do I have to do if I move?

As soon as you have your new address, give it to the local HHSC benefits office. Also give it to Molina's Member Services Department Toll Free at 1-866-449-6849. Before

you get Medicaid services in your new area, you must call Molina, unless you need emergency services. You will continue to get care through Molina until HHSC changes your address.

What If I Have Other Health Insurance In Addition To Medicaid?

Medicaid and Private Insurance

You are required to tell Medicaid staff about any private health insurance you have. You should call the Medicaid Third Party Resources hotline and update your Medicaid case file if:

- Your private health insurance is canceled.
- You get new insurance coverage.
- You have general questions about third party insurance.

You can call the hotline toll-free at 1-800-846-7307. If you have other insurance you may still qualify for Medicaid. When you tell Medicaid staff about your other health insurance, you help make sure Medicaid only pays for what your other health insurance does not cover.

IMPORTANT: Medicaid providers cannot turn you down for services because you have private health insurance as well as Medicaid. If providers accept you as a Medicaid patient, they must also file with your private health insurance company.

Member Rights and Responsibilities

What are my rights and responsibilities?

1. You have the right to respect, dignity, privacy, confidentiality and nondiscrimination. That includes the right to:
 - a. Be treated fairly and with respect
 - b. Know that your medical records and discussions with your providers will be kept private and confidential.
2. You have the right to a reasonable opportunity to choose a health care plan and primary care provider. This is the doctor or health care provider you will see most of the time and who will

coordinate your care. You have the right to change to another plan or provider in a reasonably easy manner. That includes the right to:

- a. Be told how to choose and change your health plan and your primary care provider.
 - b. Choose any health plan you want that is available in your area and choose your primary care provider from that plan.
 - c. Change your primary care provider.
 - d. Change your health plan without penalty.
 - e. Be told how to change your health plan or your primary care provider.
3. You have the right to ask questions and get answers about anything you do not understand. That includes the right to:
- a. Have your provider explain your health care needs to you and talk to you about the different ways your health care problems can be treated,
 - b. Be told why care or services were denied and not given.
4. You have the right to agree to or refuse treatment and actively participate in treatment decisions. That includes the right to:
- a. Work as part of a team with your provider in deciding what health care is best for you.
 - b. Say yes or no to the care recommended by your provider.
5. You have the right to use- each complaint and appeal process available through the managed care organization and through Medicaid, and get a timely response to complaints, appeals and fair hearings. That includes the right to:
- a. Make a complaint to your health plan or to the state Medicaid program about your health care, your provider or your health plan.
 - b. Get a timely answer to your complaint.
 - c. Use the plan's appeal process and be told how to use it.
 - d. Ask for a fair hearing from the state Medicaid

program and get information about how that process works.

6. You have the right to timely access to care that does not have any communication or physical access barriers. That includes the right to:
- a. Have telephone access to a medical professional 24 hours a day, 7 days a week to get –any - emergency or urgent care you need-.
 - b. Get medical care in a timely manner.
 - c. Be able to get in and out of a health care provider's office. This includes barrier free access for people with disabilities or other conditions that - limits mobility, in accordance with the Americans with Disabilities Act.
 - d. Have interpreters, if needed, during appointments with your providers and when talking to your health plan. Interpreters include people who can speak in your native language, help someone-assist with a disability, or help you understand the information.
 - e. Be given information you can understand about your health plan rules, including the health care services you can get and how to get them.
7. You have the right not be restrained or secluded when it is for someone else's convenience, or is meant to force you to do something you do not want to do, or is to punish you.
8. You have a right to know that doctors, hospitals, and others who care for you can advise you about your health status, medical care, and treatment. Your health plan cannot prevent them from giving you this information, even if the care or treatment is not a covered service.
9. You have a right to know that you are not responsible for paying for covered services. Doctors, hospitals, and others cannot require you to pay copayments or any other amounts for covered services.
10. Let us know if you can think of ways to make changes to this policy.

MEMBER RESPONSIBILITIES:

1. You must- learn and understand each right you have under the Medicaid program. That includes the responsibility to:
 - a. Learn and understand your rights under the Medicaid program.
 - b. Ask questions if you do not understand your rights.
 - c. Learn what choices of health plans are available in your area.
2. You must- abide by the health plan's and Medicaid's policies and procedures. That includes the responsibility to:
 - a. Learn and follow your health plan's rules and Medicaid rules.
 - b. Choose your health plan and a primary care provider quickly.
 - c. Make any changes in your health plan and primary care provider in the ways established by Medicaid and by the health plan.
 - d. Keep your scheduled appointments.
 - e. Cancel appointments in advance when you cannot keep them.
 - f. Always contact your primary care provider first for your non-emergency medical needs.
 - g. Be sure you have approval from your primary care provider before going to a specialist.
 - h. Understand when you should and should not go to the emergency room.
3. You must- share information about –relating to your health with your primary care provider and other providers and learn about service and treatment options. That includes the responsibility to:
 - a. Tell your primary care provider, other provider and Molina about your health in order for them to continue to provide care that they need for you
 - b. Always follow primary care providers and other providers' plans and instructions for care that you have agreed upon.
- c. Talk to your providers about your health care needs and ask questions about the different ways your health care problems can be treated.
- d. Help your providers get your medical records.
4. You must be involved-Actively participate in decisions relating to service and treatment options and agreed upon goals, make personal choices, and take action to keep yourself-maintain your health -. That includes the responsibility to:
 - a. Work as a team with your provider in deciding what health care is best for you.
 - b. Understand how the things you do can affect your health.
 - c. Do the best you can to stay healthy.
 - d. Treat providers and staff with respect.

If you think you have been treated unfairly or discriminated against, call the U.S. Department of Health and Human Services (HHS) toll-free at 1-800-368-1019. You also can view information concerning the HHS Office of Civil Rights online at www.hhs.gov/ocr.

Complaint Process

Filing a Complaint

What should I do if I have a complaint? Who do I call?

We want to help. If you have a complaint, please call us toll-free at 1-866-449-6849 to tell us about your problem. A Molina Member Service Advocate can help you file a complaint. Most of the time, we can help you right away, or at the most, within a few days.

Bexar Service Area

210-366-6500 Extension 203011

Harris Service Area

281-676-2268 Extension 204016

Dallas Service Area

972-536-7201 Extension 207240

Jefferson Service Area

1-866-449-6849 Extension 204016

information on your complaint, call our Member Advocate.

Can someone from Molina help me file a complaint?

Yes we want to help you with the complaint process. When you have a complaint, you can call our Member Advocate. They will help you file the complaint. They will continue to be your contact through the complaint process. You can also call Member Services.

Any of our Member Services team members can help you with your complaint.

Member Advocates

Bexar Service Area

210-366-6500 Extension 203011

Harris Service Area

281-676-2268 Extension 204016

Dallas Service Area

972-536-7201 Extension 207240

Jefferson Service Area

1-866-449-6849 Extension 204016

Member Services Toll Free: 1-866-449-6849

You can send the complaint in writing to:

Molina Healthcare of Texas
Complaint and Appeal Unit
84 N.E. Loop 410, Suite 200
San Antonio, TX 78216

How long will it take to process my complaint?

Your complaint will be processed within (30) calendar days or less, from the date Molina gets your complaint.

Requirements and timeframes for filing a Complaint:

- When we get your complaint, we will send you a letter within five days telling you we have your complaint.
- We will look into your complaint and decide the outcome. We will send you a letter telling you the final outcome. We will not take more than (30) calendar days to complete this process.
- We will keep track of all of your complaint information in a complaint log. If you need more

Information on how to file a complaint with HHSC, once I have gone through the Molina complaint process.

Once you have gone through the Molina complaint process, you can complain to the Texas Health and Human Services Commission (HHSC) by calling toll free at 1-800-252-8263.

If you would like to make your request in writing, please send it to the following address:

Texas Health and Human Services Commission
Health Plan Operations - H320
P.O. Box 85200
Austin, TX 78708-5200
Attn: Resolution Services

Filing An Appeal

What can I do if my doctor asks for a service for me that's covered but the health plan denies it or limits it?

You can request an appeal for denial of payment for services in whole or in part.

You can file an appeal with Molina anytime a service is denied or limited. You will need to file the appeal within (30) calendar days from the day you get a letter telling you a service was denied or limited. If you are getting services and the service is now being denied or limited, you will need to file your appeal within (10) calendar days from the day you get a letter telling you the service is being denied so you continue to receive the services you are now getting until your appeal is processed. We will need your appeal in writing; we can help you write your appeal. Every oral Appeal received must be confirmed by a written, signed Appeal by the Member or his or her representative, unless an Expedited Appeal is requested.

How will I find out if services are denied?

We will send you a letter telling you a service has been denied.

How long will the appeal process take?

Once we have your appeal in writing we will send you a letter within (5) business days telling you we have your appeal and it is being worked on. The letter will also tell you that you can ask for a State Fair Hearing anytime during the appeal process. Molina will then review the information about your appeal. We may need to ask for more information from you or your doctor to help us make a decision. You can review the information about your appeal at any time. You can also appear in person, by telephone or tell us about your appeal in writing. Once the final decision is made, we will send you and your doctor a letter with the final decision. This process will not take more than then (30) calendar days. You have the option to request an extension up to 14 days. Sometimes Molina may need more information. If this happens we may extend the appeals process by 14 days. If we extend the appeals process, we will let you know. We will send you a letter. This letter will let you know the reason for the delay.

Who Do I Call?

Just call a Member Advocate, and tell them you would like to file an appeal, they will help you file the appeal and give you updates during the appeal process. You can also call Member Services for help with the appeal process from a team member.

Member Advocates

Bexar Service Area

210-366-6500 Extension 203011

Harris Service Area

281-676-2268 Extension 204016

Dallas Service Area

972-536-7201 Extension 207240

Jefferson Service Area

1-866-449-6849 Extension 204016

Member Services Toll Free = 1-866-449-6849

You can also write your appeal and send it to:

Molina Healthcare of Texas
Attention: Complaint and Appeal Unit
84 N. E. Loop 410, Suite 200
San Antonio, TX 78216

Can someone from Molina help me file an appeal?

Yes, a Member Advocate or someone in Member Services can help you file your appeal. Just ask for help when you call to file your appeal. You can also request a State Fair Hearing any time during or after Molina's appeal process.

Filing An Expedited Appeal

What is an expedited appeal?

An Expedited Appeal is when the health plan has to make a decision quickly based on the condition of your health, and taking the time for a standard appeal could jeopardize your life or health.

How do I ask for an expedited appeal?

You can call a Member Advocate or Member Services and ask to file an expedited appeal. We will help you. Expedited Appeal may be requested either orally or in writing.

Member Advocates

Bexar Service Area

210-366-6500 Extension 203011

Harris Service Area

281-676-2268 Extension 204016

Dallas Service Area

972-536-7201 Extension 207240

Jefferson Service Area

1-866-449-6849 Extension 204016

Does my request have to be in writing?

No, an Expedited Appeal may be requested either orally or in writing. You can send a written expedited appeal to:

Molina Healthcare of Texas
Attention: Complaint and Appeal Dept.
84 N. E. Loop 410, Suite 200
San Antonio, TX 78216

You can call Member Services Toll Free = 1-866-449-6849. You can call a Member Advocate:

Bexar Service Area

210-366-6500 Extension 203011

Harris Service Area

281-676-2268 Extension 204016

Dallas Service Area

972-536-7201 Extension 207240

Jefferson Service Area

1-866-449-6849 Extension 204016

What are the time frames for an expedited appeal?

Molina will make a decision on an expedited appeal within (3) business days. Your appeal can also be extended up to (14) calendar days, to gather more information, if it is in your best interest to do so. You will be notified if an extension is needed by phone and you will get a letter within two business days.

If there is a risk to your life, a decision will be made within 24 hours from the time Molina gets your expedited appeal.

What happens if Molina denies the request for an expedited appeal?

Molina may make a decision that your appeal should not be expedited. If this decision is made, we will follow the standard appeal process. As soon as this is decided, we will try to call you to let you know the standard appeal process will be followed. We will also send you a letter within (2) calendar days with this information.

Who can help me file an Expedited Appeal?

Yes, we want to help you with the expedited appeal process. You can call a Molina Member Advocate and ask for help, or you can call Member Services. When you call, just tell them you would like to file an expedited appeal, they will know to work on it very quickly.

Member Advocates

Bexar Service Area

210-366-6500 Extension 203011

Harris Service Area

281-676-2268 Extension 204016

Dallas Service Area

972-536-7201 Extension 207240

Jefferson Service Area

1-866-449-6849 Extension 204016

State Fair Hearing

Can I ask for a State Fair Hearing?

If you, as a member of the health plan, disagree with the health plan's decision, you have the right to ask for a fair hearing. You may name someone to represent you by writing a letter to the health plan. The letter call tell them the name of the person you want to represent you. A doctor or other medical provider may be your representative. If you want to challenge a decision made by your health plan, you or your representative must ask for the fair hearing within 90 days of the date on the health plan's letter with the decision. If you do not ask for the fair hearing within 90 days, you may lose your right to a fair hearing. To ask for a fair hearing, you or your representative should either send a letter to the health plan at:

Molina Healthcare of Texas
Attention Complaint & Appeal Dept.
84 N. E. Loop 410, Suite 200
San Antonio, TX 78216

Or by telephone Toll Free at: 1-866-449-6849

You have the right to keep getting any service the health plan denied or reduced, at least until the final hearing decision is made if you ask for a fair hearing by the later of: (1)10 days from the date you get the health plan's decision letter, or (2) the day the health plan's letter says your service will be reduced or end. If you do not request a fair hearing by this date, the service the health plan denied will be stopped.

If you ask for a fair hearing, you will get a packet of information letting you know the date, time and location of the hearing. Most fair hearings are held by telephone. At that time, you or your representative can tell why you need the service the health plan denied.

HHSC will give you a final decision within 90 days from the date you asked for the hearing.

If the decision is that you did not need the service, you may need to pay for it.

How do I report someone who is misusing/abusing the Programs or services?

Do you want to report Waste, Abuse, or Fraud?

Let us know if you think a doctor, dentist, pharmacist at a drug store, other health care providers, or a person getting benefits is doing something wrong. Doing something wrong could be waste, abuse or fraud, which is against the law. For example, tell us if you think someone is:

- Getting paid for services that weren't given or necessary.
- Not telling the truth about a medical condition to get medical treatment.
- Letting someone else use their Medicaid ID.
- Using someone else's Medicaid ID.
- Not telling the truth about the amount of money or resources he or she has to get benefits.

To report waste, abuse, or fraud, choose one of the following:

- Call the OIG Hotline at 1-800-436-6184 or
- Visit <https://oig.hhsc.state.tx.us/> and pick "Click Here to Report Waste, Abuse, and Fraud" to complete the online form.

To report waste, abuse or fraud, get as much information as possible.

When reporting about a provider (a doctor, dentist, counselor, etc.) include:

- Name, address, and phone number of provider
- Name and address of the facility (hospital, nursing home, home health agency, etc.)
- Medicaid number of the provider and facility, if you have it
- Type of provider (doctor, dentist, therapist, pharmacist, etc.)
- Names and phone numbers of other witnesses who can help in the investigation

- Dates of events
- Summary of what happened

When reporting about someone who gets benefits, include:

- The person's name
- The person's date of birth, Social Security Number, or case number if you have it
- The city where the person lives
- Specific details about the waste, abuse or fraud

Information That Must Be Available On a Yearly Basis

The following information must be available to members on a yearly basis:

As a member of Molina Healthcare of Texas, you can ask for and get the following information each year:

- Names, addresses, telephone numbers, and languages spoken (other than English) by network providers, and identification of providers that are not accepting new patients.
- The information provided will be, at a minimum, on primary care physicians, specialists, and hospitals in the member's service area.
- Any limits on the member's freedom of choice among network providers.
- Your rights and responsibilities
- Information on complaint, appeal, and fair hearing procedures.
- The amount, duration, and scope of benefits available under the Medicaid program in sufficient detail to ensure that members understand the benefits to which they are entitled.
- How to get benefits including authorization requirements.
- How members may get benefits, including family planning services, from out-of-network providers and/or limits to those benefits.

- How after hours and emergency coverage are provided and/or limits to those benefits including:
 - What makes up emergency medical conditions, emergency services and post-stabilization services;
 - The fact that prior authorization is not required for emergency care services;
 - How to get emergency services, including use of the 911-telephone system or its local equivalent.
 - The locations of any emergency settings and other locations at which providers and hospitals furnish emergency services covered under the contract;
 - The member has the right to use any hospital or other settings for emergency care; and Post-stabilization rules.
- Policy on referrals for specialty care and for other benefits not furnished by the member's primary care provider.
- Molina's practice guideline.

Your Privacy

Your privacy is important to us. We respect and protect your privacy. Molina uses and shares your information to provide you with health benefits. Molina wants to let you know how your information is used or shared. PHI stands for these words: "protected health information". PHI means health information that includes your name, member number or other identifiers, and is used or shared by Molina.

Why does Molina use or share your PHI?

- To provide for your treatment
- To pay for your health care
- To review the quality of the care you get
- To tell you about your choices for care
- To run our health plan
- To share PHI as required or permitted by law

What are your privacy rights?

- To look at your PHI
- To get a copy of your PHI
- To amend your PHI
- To ask us to not use or share your PHI in certain ways
- To get a list of certain people or places we have given your PHI

How does Molina protect your PHI?

Molina uses many ways to protect PHI within our health plan. This includes PHI in written word, spoken word or PHI in a computer. Below are some ways Molina protects PHI:

- Molina has policies and rules to protect PHI.
- Molina limits who may see PHI. Only Molina staff with a need to know PHI may use and share PHI.
- Molina staff is trained on how to protect and secure PHI.
- Molina staff must agree in writing to follow the rules and policies that protect and secure PHI.
- Molina secures PHI in our computers. PHI in our computers is kept private by using firewalls and passwords.

What can you do if you feel your privacy rights have not been protected?

- Call or write to Molina Healthcare and file a complaint at:

Molina Healthcare of Texas
Attn: Director of Compliance
84 N. E. Loop 410, Suite 200
San Antonio, TX 78216
- File a complaint with the U. S. Department of Health and Human Services.

The above is only a summary. Our Notice of Privacy Practices has more information about how we use and share our members' PHI.

Our Notice of Privacy is included in your Molina Welcome Packet. It is also on our website at: www.molinahealthcare.com.

You may get a copy of our Notice of Privacy Practices by calling our Member Services Department.

New Medical Procedures Review

As a member of the Molina health plan, one of your covered benefits includes the fact that we look at new medical advances, like new equipment, tests, and surgery. Each situation is looked at on a case by case basis, and sometimes we use a special review to make sure that it is right for you. For more information, call Member Services.

Family Planning Clinics

Abilene-Taylor County Public Health District
2250 Ambler Ave.
Abilene 79601
(325) 692-5600
Mon - Fri 8 - 5
Taylor

Planned Parenthood of West Texas Abilene Perini Center
3449 North 10th Street
Abilene 79701
(325) 672-0574
Mon, Tue, Thur, Fri 9 - 6 Wed 12 - 6
Andrews, Borden, Brewster, Brown, Callahan, Coke, Coleman, Concho, Crane, Crockett, Culberson, Dawson, Eastland, Ector, Fisher, Gaines, Glasscock, Haskell, Howard, Irion, Jeff Davis, Jones, Kimble, Loving, Martin, Mason, McCulloch, Menard, Midland,

Planned Parenthood Association of Hidalgo County Texas, Inc.
Edinburg Center
302 S. 18th
Edinburg 78539
(956) 383-5084
Mon 8 - 6; Tue 10 - 7; Wed - Fri 8 - 5;
Sat 9 - 1
Hidalgo

Family Planning Associates of San Antonio
Planned Parenthood
Alice Family Planning
313 East 1st Street
Alice 78332
(210) 736-2244
Mon 10 - 7; Tue, Thur, Fri 8 - 5;
Wed 8:30 - 5:30
Brooks, Duval, Jim Hogg, Jim Wells, Kleberg, Nueces, Webb

Coalition of Health Services, Inc.
Texas Panhandle Family Planning and Health Centers
1501 South Tyler
Amarillo 79101
(806) 372-8731
Mon - Fri 8:30 - 5:30 Sat 9 - 12
Armstrong, Bailey, Briscoe, Carson, Castro, Childress, Collingsworth, Cattle, Dallam, Deaf Smith, Dickens, Donley, Floyd, Garza, Gray, Hale, Hall, Hansford, Hardeman, Hartley, Hemphill, Hutchinson, Lamb, Lipscomb, Lynn, Moore, Motley, Ochiltree, Oldham,

Coalition of Health Services, Inc.
Women's and Children's Health Center
814 Martin Road
Amarillo 79107
(806) 468-4390
Mon - Fri 8 - 5
Potter, Randall
Coalition of Health Services, Inc.
NWTSH Women's and Children's Healthcare Center SE
1900 SE 34th Street, Suite 1800
Amarillo 79118
(806) 468-4673
Mon - Fri 8 - 5
Potter, Randall

Coalition of Health Services, Inc.
RHN - Amarillo (Martin Road)
850 Martin Road
Amarillo 79107
(806) 322-0561
Mon - Wed 7 - 5:30 Thur 7 - 7
Potter, Randall

Coalition of Health Services, Inc.
RHN - Tyler Street
200 Tyler Street
Amarillo 79101
(806) 322-0561
Mon - Fri 7:30 - 5 Sat 7:30 - 1:30
Sun 7:30 - 1:30
Potter

Texas Panhandle Family Planning and Health Centers
1501 S. Taylor
Amarillo 79101
(806) 372-8731
Mon, Wed, Fri 8:30 - 5:30; Tue-Thur 8:30 - 7;
Sat 9 - 12
Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hale, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore, Ochiltree, Oldham, Parmer, Potter, Randall, Roberts, Sherman, Swisher, Wheeler

Andrews County Health Department
208 NW 2nd Street
Andrews 79714
(432) 524-1434
Mon - Tue 8 - 6:30 Wed, Thur 8 - 5
Fri 8 - 4
Andrews

The University of Texas Medical Branch
Regional Maternal and Child Health Program
RMCHP Angleton
1108 A East Mulberry
Angleton 77515
(979) 849-0692
Mon, Wed, Thur 8 - 5; Tue 8 - 7; Fri 8 - 12
Anderson, Angelina, Aransas, Austin, Bandera, Bee, Bell, Bexar, Brazoria, Brazos, Briscoe, Calhoun, Cameron, Chambers, Cherokee, Colorado, Dallas, Dawson, Dewitt, Ellis, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Gregg, Grimes, Guadalupe, Hardin, Harris, Hays, Hidalgo, Houston

Planned Parenthood of North Texas, Inc.
Arlington North Center
1305 East Abram
Arlington 76010
(817) 277-6610
Mon 9 - 12 Tue 12 - 7 Wed, Thur 9 - 5
Fri 9 - 3
Tarrant

Central Texas Community Health Centers
dba
CommUnityCare A. K. Black
928 Blackson Ave.
Austin 78752
(512) 978-9740
Mon - Thur 7:45 - 4:45 Fri 9 - 5
Travis

Central Texas Community Health Centers
dba CommUnityCare
CommUnityCare Montopolis
1200 B Montopolis Dr.
Austin 78741
(512) 978-9800
Mon - Thur. 7:45 - 4:45 Fri 7:45 - 5
Travis

Central Texas Community Health Centers
dba
Northeast Austin
7112 Ed Bluestein Blvd., Ste 155
Austin 78723
(512) 978-9300
Mon 7:45 - 4:45 Tue, Wed, Thur 7:45 - 6
Fri 9 - 6
Travis

Central Texas Community Health Centers
dba
CommUnityCare Oak Hill
8656 A Hwy 71 West, Suite C
Austin 78735
(512) 978-9820
Mon - Thur 8 - 5 Fri 9 - 5
Travis

Central Texas Community Health Centers
dba
CommUnityCare Rosewood-Zaragosa
2802 Webberville Rd.
Austin 78702
(512) 978-9400
Mon 7:45 - 4:45 Tue, Thur 7:45 - 5 Wed
7:45 - 8 Fri 9 - 5
Travis

Central Texas Community Health Centers
dba
CommUnityCare South Austin
2529 S. First St.
Austin 78704
(512) 978-9500
Mon 7 - 7 Tue, Thur 7:45 - 7 Wed 7 - 7
Fri 9 - 5 Sat 8 - 5
Travis

Central Texas Community Health Centers
dba
CommUnityCare Family Wellness Center -
UT School of Nursing
2901 North IH 35, Suite 101
Austin 78722
(512) 232-3900
Mon, Wed, Thur 8 - 5 Tue 9 - 4:45
Travis

Central Texas Community Health Centers
dba
CommUnityCare East
Austin
211 Comal St.
Austin 78702
(512) 978-9200
Mon - Fri 8 - 4:45
Travis

Lone Star Circle of Care Ben White Health
Clinic
1221 W. Ben White Blvd., Suite B200
Austin 78704
(512) 524-9249
Mon - Fri 8 - 8; Sat 9 - 1
Bell, Burnet, Milam, Travis, Williamson
People's Community Clinic

People's Community Clinic Austin
Children's Shelter
2909 N. IH 35
Austin 78722
(512) 478-4939
Tue, Fri 9 - 12
Travis, Bastrop, Hayes, Caldwell,
Williamson

Planned Parenthood of Austin Family
Planning, Inc.
Downtown Austin Clinic -Teen Clinic
1823 East Seventh Street
Austin 78702
(512) 477-5846
Mon - Fri 1 - 6:30 Sat 9 - 1
Travis

El Buen Samaritano Episcopal Mission
7000 Woodhue Drive
Austin 78745
(512) 439-0701
Mon, Tue, Thur 8 - 8 Wed 8 - 6 Fri 8 - 5
Sat 9 - 12
Travis, Hays, Bastrop, Williamson

Harris County Public Health and
Environmental Services
HCPHES Baytown Health Clinic
1000 Lee Drive
Baytown 77520
(281) 427-5195
Mon 8 - 7; Tue - Fri 8 - 5
Harris

The University of Texas Medical Branch
Regional Maternal and Child Health
Program
RMCHP Beaumont
950 Washington Blvd.
Beaumont 77701
(409) 833-3826
Mon, Wed, Fri 8 - 5; Tue, Thur 8 - 9; Sat
9 - 3:30
Anderson, Angelina, Aransas, Austin, Bandera,
Bee, Bell, Bexar, Brazoria, Brazos, Briscoe,
Calhoun, Cameron, Chambers, Cherokee,
Colorado, Dallam, Dawson, Dewitt, Ellis,
Fayette, Fort Bend, Galveston, Goliad,
Gonzales, Gregg, Grimes, Guadalupe, Hardin,
Harris, Hays, Hidalgo, Houston

South Texas Family Planning & Health
Corporation
Family Planning Clinic and Men's Health
Center
1400 West Corpus Christi St., #4
Beeville 78102
(361) 358-2974
Mon 8 - 7; Tue- Thur 8 - 5; Fri 8 - 4
Bee, Live Oak, McMullen

South Texas Rural Health Services, Inc. -
Big Wells Clinic
1502 Grand Ave
Big Wells 78330
(830) 457-9322
Mon, Thur 9 - 6 Tue 8 - 5 Wed 8 - 6
Fri 9 - 5
Dimmit

Community Health Service Agency, Inc.
Bonham Community Health Center
920 North Center St.
Bonham 75418
(903) 583-6155
Mon - Fri 8 - 5
Fannin

Coalition of Health Services, Inc.
Golden Plains Women and Children's
Clinic
300 West Grand
Borger 79007
(806) 274-5213
Mon - Thur 9 - 5:30 Fri 9 - 2
Hutchinson

Texas Panhandle Family Planning and
Health Centers
Golden Plains Women's and Children's
Clinic
300 West Grand
Borger 79007
(806) 372-8731
Mon - Fri 8 - 5
Carson, Dallam, Gray, Hartley,
Hutchinson, Moore, Sherman

Fort Bend Family Health Center - Waller
Center
531 FM 359 South
Brookshire 77437
(281) 822-4235
Mon - Fri 8 - 5
Waller

<p>South Plains Public Health District – Terry County 919 E. Main St. Brownfield 79316 (806) 637-2164 Mon, Thur, Fri 8 - 5; Tue 8 - 6 Terry</p>	<p>Brazos Valley Community Action Agency, Inc. Bryan-College Station Community Health Center 3370 S. Texas Avenue Bryan 77802 (979) 595-1700 Mon, Tue, Wed 7 - 5; Thur 7:30 - 7; Fri 7:30 - 5; Sat 9 - 2 Brazos, Burleson</p>	<p>Coalition of Health Services, Inc. Fox Rural Health Clinic 1001 US Highway 83 North Childress 79201 (940) 937-3636 Mon - Fri 8 - 5 Sat 9 - 3 Sun 1 - 5 Childress, Collingsworth, Cottle, Donley, Hall, Hardeman, Wheeler</p>
<p>Brownsville Community Health Clinic Corp. 2137 East 22nd Street Brownsville 78521 (956) 548-7466 Mon, Tue, Thur, Fri 8 - 5</p>	<p>Planned Parenthood Gulf Coast Planned Parenthood of Houston Bryan Health Center 4112 East 29th St. Bryan 77802 (979) 846-1744 Mon 9:30 - 6:30 Tue - Fri 8:30 - 4:30 Brazos</p>	<p>Texas Panhandle Family Planning and Health Centers Fox Rural Health Clinic Highway 83 North Childress 79201 (806) 372-8731 Mon - Fri 8:30 - 5 Briscoe, Childress, Collingsworth, Donley, Hall</p>
<p>Cameron County Department of Health and Human Services Mary P. Lucio Health Clinic 1204 Jose Colunga, Jr Street Brownsville 78520 (956) 574-8745 Mon, Wed 7 - 5 Tue, Thur 7 - 7 Fri 7 - 1 Cameron</p>	<p>Hill Country Community Action Association, Inc. Cameron Family Planning Clinic 908 N. Crockett Cameron 76520 (254) 697-3101 Mon, Wed, Fri 8 - 5 Milam, Falls</p>	<p>Brazos Valley Community Action Agency, Inc. ABC Women and Children's Clinic 1651 Rock Prairie, Suite 102 College Station 77845 (979) 693-7400 Mon - Fri 8 - 5 Brazos, Burleson</p>
<p>Planned Parenthood of Cameron and Willacy Counties - Southmost Clinic 5636 Southmost Road, Suite A Brownsville 78521 (956) 544-2723 Mon, Wed, Thur, Fri 8 - 5; Tue 10 - 7; Sat 9 - 1 Cameron</p>	<p>Community Health Development, Inc. Canyon Health Center 700 S. Frio Camp Wood 78833 (830) 597-6424 Mon, Tue, Thur, Fri 8 - 5; Wed 10 - 7 Real, Edwards</p>	<p>Lone Star Community Health Center, Inc. Lone Star Family Health Center 704 FM 2854 Conroe 77301 (936) 523-5236 Mon - Fri 8 - 9 Sat 9 - 1 Montgomery</p>
<p>Planned Parenthood Association of Cameron and Willacy Counties, Inc. Planned Parenthood of Cameron and Willacy Counties - Brownsville Clinic 370 Old Port Isabel Road Brownsville 78521 (956) 544-2723 Mon 10 - 7; Tue - Fri 8 - 5; Sat 9 - 1 Cameron</p>	<p>South Texas Rural Health Services, Inc. - Carrizo Springs Clinic 902 S. 5th St. Carrizo Springs 78834 (830) 876-5263 Mon 9 - 6 Tue 8 - 5 Wed 8 - 6 Thur 9 - 5 Fri 8-4 Dimmit</p>	<p>Planned Parenthood Gulf Coast Planned Parenthood of Houston Prevention Park Health Center 4600 Gulf Freeway, 1st Floor Houston, 77023 (713) 522-3976 Mon 9 - 7:45_ Tue, Wed 8:30 - 4:45_ Thur 8:30 - 5:45_ Fri 7 - 4:15_ Sat 8 - 12:45 Harris</p>
<p>Su Clinca Familiar Su Clinica Familiar - Brownsville 4000 FM 511 Brownsville 78520 (956) 831-8338 Mon - Fri 8 - 5 Cameron</p>	<p>Brazos Valley Community Action Agency, Inc. Leon County Community Health Center P.O. Box 1184 Centerville 75833 (905) 536-3687 Mon - Fri 8 - 5 Leon</p>	<p>Southeast Texas Family Planning & Cancer Screening (SOGA) 6671 Southwest Freeway (U.S. 59) Suite 340 Houston 77074 (713) 774-6550 Mon, Wed, Fri 8:30 - 5 Tue 8:30 - 6 Thur 6:30 - 5 Sat 9:30 - 12 Angelina, Austin, Brazoria, Brazos, Chambers, Colorado, Fayette, Fort Bend, Galveston, Grimes, Harris, Liberty, Matgorda, Montgomery, San Jacinto, Trinity, Walker, Waller, Ward, Washington, Wharton</p>
<p>Midway Family Planning, Inc 1500 Terrace, #35 Brownwood 76801 (325) 646-8429 Mon, Tue 8:30 - 4 Wed 9 - 7 Brown, Coleman, McCullouch</p>		

Harris County Public Health and Environmental Services
HCPHES Humble Health Clinic
1730 Humble Place Drive
Humble, 77338
(281) 446-4222
Mon, Tue, Thur, Fri 8 - 5; Wed 8 - 7
Harris

Planned Parenthood Gulf Coast
Planned Parenthood of Houston
Huntsville Health Center
2505 C Avenue
Huntsville, 77347
(936) 295-6396
Mon, Wed, Thur, Fri 8:30 -4:30 Tue 10 - 7
Walker

San Patricio County Department of Public Health
SPCDPH Family Planning Clinic
2681 San Angelo
Ingleside, 78368
(361) 776-3591
Mon - Fri 8 - 5
San Patricio

Dallas County Hospital District
Irving Women's Health Center
1800 N. Britain Road
Irving, 75061
(214) 266-3200
Mon, Tue, Thur, Fri 7:30 - 6
Dallas, Denton, Collin, Ellis, Kaufman,
Rockwall, Tarrant

Cherokee County Health Department
510 E Commerce
Jacksonville, 75766
(903) 586-6191
Mon, Wed 7 - 3; Tue 7 - 6 Thur. 10 - 6
Cherokee, Smith, Anderson, Rusk

Cherokee County Health Department
1541 Pine Street
Jacksonville, 75766
(903) 586-6191
Mon - Wed 7 - 3
Cherokee

Cherokee County Health
Department Cherokee County Health
Department
244 CR 2449
Jacksonville,75766
(903) 586-6191
Mon, Tue 8 - 3
Cherokee

Planned Parenthood of North Texas, Inc. -
Jacksonville Satellite Center
1005 A S. Jackson Street
Jacksonville, 75766
(903) 586-3551
Wed 12 - 4
Cherokee

Jasper Newton County Public Health
District - Jasper Site
139 West Lamar Street
Jasper, 75951
(409) 384-6829
Mon, Tue, Thur 7:30 - 5
Jasper, Newton

Fisher County Hospital District
Kent County Rural Health Clinic
1447 North Main
Jayton, 78528
(325) 776-2500
Mon, Wed, Fri 8 - 12
Kent, Stonewall

The University of Texas Medical Branch
Regional Maternal and Child Health
Program
RMCHP Katy
511 Park Grove Drive
Katy 77450
(281) 398-7001
Mon 8 - 7 Tue - Fri 8 - 5
Anderson,Angelina,Aransas,Austin,
Bandera,Bee,Bell,Bexar,Brazoria,Brazos,
Briscoe,Calhoun,Cameron,Chambers,
Cherokee,Colorado,Dallam,Dawson,
Dewitt,Ellis,Fayette,Fort Bend, Galveston,
Goliad,Gonzales, GreggGrimes,Guadalupe,
Hardin,Harris,Hays,Hidalgo, Houston,

Community Health Service Agency, Inc.
Kaufman Community Health Center
101 N. Houston St.
Kaufman, 75142
(972) 932-7001
Mon - Fri 8 - 5
Kaufman

Bell County Public Health District -
Killeen Clinic
309 N. 2nd Street
Killeen, 76541
(254) 526-8372
Mon - Thur 7 - 4:30 Fri 7 - 12
Bell, Coryell, Falls, Lampasas, Llano,
McClellan, Milam, San Saba, Williamson

Longview Wellness Center,Inc. dba
Wellness Pointe
Wellnes Pointe Kilgore
1711 S. Henderson Blvd., Ste 400
Kilgore, 75662
(903) 758-2610
Mon - Wed 8 - 5; Thur 10 - 7 Fri 8 - 12
Gregg, Rusk, Panola

Family Planning Associates of San Antonio
Planned Parenthood Kingsville Family
Planning
1028 South 14th Street
Kingsville, 78363
(210) 736-2244
Mon, Wed, Thur, Fri 8 - 5; Tue 10 - 7
Brooks, Duval, Jim Hogg, Jim Wells,
Kleberg, Nueces, Webb

South Texas Family Planning & Health
Corporation
Family Planning Clinic and Men's Health
Center
1218 North Armstrong
Kingsville, 78363
(361) 595-1929
Mon, Tue, Thur, Fri 8 - 5; Wed 8 - 7
Kleberg, Kenedy, Brooks, Duval, Willacy

Jasper Newton County Public Health
District
205 - A East Lavielle
Kirbyville,75951
(409) 423-6133
Tue, Wed, Thur 7:30 - 5
Jasper, Newton

South Plains Public Health District -
Dawson County
503 S. 1st St.
Lamesa,79331
(806) 872-5863
Mon, Thur Fri 8 - 5; Wed 8 - 6
Dawson

South Plains Rural Health Services, Inc.
Lamesa Primary Care
1502 N. Ave K
Lamesa,79331
(806) 894-7842
Mon, Tue, Wed, Fri 8 – 5 Thur. 7 - 7
Dawson, Gaines, Howard, Lamb

Hill Country Community Action
Association, Inc.
Lampasas Family Planning Clinic
508 E. 8th Street
Lampasas,76550
(512) 556-8570
Wed 8 – 5
Lampasas, Hamilton

Harris County Public Health and
Environmental Services
HCPHES LaPorte Health Clinic
1009 South Broadway
LaPorte,77571
(281) 471-4202
Mon - Thur 8 - 5
Harris

City of Laredo Health Department
2600 Cedar Avenue
Laredo,78040
(956) 795-4934
Mon, Wed, Fri 8 – 5 Tue, Thur 8 - 7
Webb

Gateway Community Health Center, Inc
(Main Clinic)
1515 Pappas St.
Laredo,78041
(956) 523-3685
Mon - Fri 8 - 5; Sat 9 - 1:30
Webb

Gateway Community Health Center, Inc.
(South Clinic)
2007 S. Zapata Hwy.
Laredo,78046
(956) 523-3685
Mon - Fri 8 - 5
Webb

Laredo Family Planning Services, Inc.
2000 San Jorge Ave.
Laredo,78040
(956) 723-7828
Mon, Tue, Thur 8 - 5; Wed 8 -8
Webb

Community Health Development, Inc.
Rolling Hills Health
Highway 83 and Oakhill Drive
Leakey, 78873
(830) 232-6985
Mon, Tue, Thur, Fri 8 - 5; Wed 10 - 7
Real, Edwards

South Plains Community Action
Association, Inc.
South Plains Community Action
Association, Inc. Hockley County Women's
Health Clinic
411 Austin Street
Levelland,79336
(806) 894-6104
Mon, Wed 8:30 - 7; Tue, Thur 8:30 - 5;
Fri 8:30 -12
Hockley, Bailey, Cochran, Lamb, Terry,
Yoakum

South Plains Rural Health Services, Inc.
1000 FM 300
Levelland, 79336
(806) 894-7842
Mon, Wed 7:30 - 6; Tue 8 - 7;
Thur - Fri 8 - 5; Sat 8 - 11
Hockley, Lynn, Terry, Yoakum, Cochran,
Lamb

Planned Parenthood of North Texas, Inc. -
Lewisville Health Services
1288 West Main, Suite 209
Lewisville,75067
(972) 221-7644
Mon, Wed, Thur 9 – 5 Tue 11 – 7 Fri 9 - 3
Denton

Community Action Inc, of Hays, Caldwell
and Blanco
Counties Lockhart Community Health
Services
1710 S. Colorado, Suite 115
Lockhart,78644
(512) 398-3494
Mon - Fri 8 - 5
Caldwell

Longview Wellness Center, Inc. dba
Wellness Pointe
Wellness Pointe Longview
1107 E. Marshall Ave.
Longview,75601
(903) 758-2610
Mon - Wed 7 - 5; Thur 7 - 7; Fri 8 - 5;
Sat 7 - 10:30
Gregg, Harrison, Marion, Panola, Rusk

Community Health Center of Lubbock,
Inc.
1318 Broadway
Lubbock,79401
(806) 765-2611
Mon, Wed, Fri 8 – 5 Tue, Thur 8 - 6
Lubbock

Planned Parenthood Association of
Lubbock, Inc.
Building 14, Briefcroft Office Park
Lubbock,79412
(806) 795-7123
Mon, Tue, Wed, Fri 8 – 5 Thur 8 – 7
Sat 9 - 1
Lubbock, Lynn, Garza, Crosby, Hockley,
Floyd

South Plains Community Action
Association, Inc.
Lubbock Women's Health Clinic
602 W. Loop 289, Suite 100
Lubbock,79416
(806) 894-6104
Mon, Wed 8:30 – 5 Tue, Thur 8:30 – 7
Fri 8:30 - 12
Lubbock, Crosby, Lynn

Planned Parenthood Gulf Coast
Planned Parenthood of Houston
Lufkin Health Center
200 Shands Drive
Lufkin,75904
(936) 634-8446
Mon, Tue, Thur, Fri 8:30 - 4:30 Wed 10 - 7
Angelina

Community Health Centers of South
Central Texas, Inc.
111 South Laurel Street
Luling,78648
(830) 672-6511
Mon, Wed, Thur, Fri 8 - 5; Tue 8 - 8
Caldwell

Brazos Valley Community Action Agency, Inc.
Madison County Community Health Center
813 South State Street, Suite 105
Madisonville,77864
(936) 348-3396
Mon - Fri 8 - 5
Madison

Brazos Valley Community Action Agency, Inc.
Robertson County Community Health Center
1002 W. Brown Street
Madisonville,77864
(979) 279-0701
Mon - Fri 8 - 5
Robertson

Central Texas Community Health Centers dba
CommUnityCare CommunityCare Manor
600 W. Carrie Manor St.
Manor,78653
(512) 978-9780
Mon - Thur 7:45 - 4:45 Fri 9 - 5
Travis

Planned Parenthood of Central Texas
Marlin Planned Parenthood Health Center
146 Bridge Street
Marlin,76661
(866) 387-4256
Thur 9 - 4
Falls

San Patricio County Department of Public Health
SPCDPH Family Planning Clinic
600 N. Frio
Mathis,78368
(361) 547-3328
Mon - Fri 8 - 5
San Patricio

Hidalgo County Health & Human Services Department
HCHHSD – McAllen Clinic
300 Hackberry
McAllen,78504
(956) 682-6155
Mon - Thur 7:30 - 5:30 Fri 7 - 5
Hidalgo

Planned Parenthood Association of Hidalgo County Texas, Inc.
Mary Dansby English Center
916 E. Hackberry, Suite B
McAllen,78501
(956) 688-3735
Mon - Fri 8 - 8; Sat 9 - 1
Hidalgo

Planned Parenthood Association of Hidalgo County Texas, Inc.
Generation Y Center
916 E. Hackberry
McAllen,78501
(956) 688-3700
Mon 8 - 6; Tue 10 - 7; Wed , Fri 8 - 5;
Thur. 8 - 7; Sat 9 - 1
Hidalgo

Community Health Service Agency, Inc.
McKinney Family Planning Center
1406 North McDonald, Suite C
McKinney,75071
(214) 491-1728
Mon, Thur 10 – 7 Tue, Wed, Fri 8 - 5
Collin

Planned Parenthood of North Texas, Inc -
Mesquite Health Services
3220 Gus Thomasson, Suite 231
Mesquite,75150
(972) 285-0271
Mon, Thur, Fri 9 – 5 Wed 11 - 7
Dallas

Planned Parenthood of West Texas, Inc.
Midland Byerley Center
307 East Texas
Midland 79701
(432) 570-5184
Mon, Wed 9 – 6 Tue 9 – 5 Thur 9 - 5
Andrews, Borden, Brewster, Brown,
Callahan, Coke, Coleman, Concho, Crane,
Crockett, Culberson,
Dawson, Eastland, Ector, Fisher, Gaines,
Glasscock, Haskell, Howard, Irion, Jeff
Davis, Jones, Kimble,
Loving, Martin, Mason, McCulloch,
Menard, Midland

Midland Community Healthcare Services
Coleman Family Clinic
801 East Florida St.
Midland 79701
(432) 699-3804
Mon, Thur 8 – 6 Tue, Wed 8 – 5 Fri 8 – 3
Sat 10 - 2
Midland

Planned Parenthood Association of Hidalgo County Texas, Inc.
Mission Center
1201 N. Conway
Mission 78572
(956) 585-4576
Mon 8 - 6; Tue 10 - 7; Wed - Fri 8 - 5
Hidalgo

Fort Bend Family Health Center, Inc.
Missouri Center
307 Texas Parkway
Missouri 77489
(281) 969-1566
Mon, Tue, Thur 8 – 5 Wed 9 – 6 Fri 7 – 4
Sat 8 - 12
Fort Bend

Titus County Hospital District
Community Women's Clinic
1903 Mulberry
Mount Pleasant 75455
(903) 572-2957
Mon, Wed, Thur 8 - 5; Tue 8 - 7
Titus, Camp, Franklin, Morris

Coalition of Health Services, Inc.
RHN - Muleshoe Clinic
208 West Second Street
Muleshoe 79347
(806) 322-0561
Mon - Wed 7 - 5:30 Thur 7 - 7
Bailey

East Texas Community Health Services, Inc.
Eastside Community clinic
1401 South County
Nacogdoches 75961
(936) 560-5668
Mon 7 – 7 Tue, Wed, Thur, Fri 8 – 5
Sat 8 - 12
Nacogdoches, San Augustine, Sabine

The University of Texas Medical Branch
Regional Maternal and Child Health Program
RMCHP Nacogdoches
206 Mims Plaza
Nacogdoches 75961
(936) 560-0515
Mon, Wed 8 - 5; Tue, Thur 8 - 7; Fri 8 - 1
Anderson, Angelina, Aransas, Austin, Bandera, Bee, Bell, Bexar, Brazoria, Brazos, Briscoe, Calhoun, Cameron, Chambers, Cherokee, Colorado, Dallam, Dawson, Dewitt, Ellis, Fayette, Fort Bend, Galveston, Goliad, Gonzales, Gregg, Grimes, Guadalupe, Hardin, Harris, Hays, Hidalgo, Houston

Grimes County Community Health Center
1905 Dove Crossing
Navasota 77868
(936) 825-0000
Mon - Fri 7:45 - 5
Grimes, Washington

El Centro Del Barrio db CentroMed
CentroMed County Line Road Clinic
1034 W. County Line Road
New Braunfels 78213
(830) 606-9900
Mon, Wed, Thur, Fri 8 - 5 Tue 10 - 8
Comal

El Centro Del Barrio dba CentroMed
CentroMed San Antonio Street Clinic
1614 San Antonio St.
New Braunfels 78130
(830) 608-1575
Mon - Wed 8 - 5 Thur 10 - 8 Fri 8 - 4
Comal

The University of Texas Medical Branch
Regional Maternal and Child Health
Program
RMCHP New Caney
21134 US Hwy 59
New Caney 77357
(281) 577-8966
Mon, Tue, Wed, Fri 8 - 5; Thur 8 - 7
Anderson, Angelina, Aransas, Austin,
Bandera, Bee, Bell, Bexar, Brazoria, Brazos,
Briscoe, Calhoun, Cameron, Chambers,
Cherokee, Colorado, Dallam, Dawson,
Dewitt, Ellis, Fayette, Fort Bend, Galveston,
Goliad, Gonzales, Gregg, Grimes,
Guadalupe, Hardin, Harris, Hays, Hidalgo,
Houston,

Jasper Newton County Public Health
District
210 High Street
Newton 75956
(409) 379-5291
Wed 7:30 - 5
Jasper, Newton

Planned Parenthood of West Texas, Inc.
Planned Parenthood of West Texas Odessa
Center
910 B South Grant
Odessa 79761
(432) 580-7404
Mon - Fri 9 - 6
Andrews, Borden, Brewster,
Brown, Callahan, Coke, Coleman, Concho,
Crane, Crockett, Culberson, Dawson,
Eastland, Ector, Fisher, Gaines, Glasscock,
Haskell, Howard, Irion, Jeff Davis,
Jones, Kimble, Loving, Martin, Mason,
McCulloch,
Menard, Midland,
Texas Tech University Health Sciences

Center - Odessa University Women's
Women's Health Center
701 W 5th Street
Odessa 79763
(432) 335-5233
Mon - Fri 8 - 5
Ector

The University of Texas Medical Branch
Regional Maternal and Child Health
Program
RMCHP Orange
2014 North 10th Street
Orange 77630
(409) 883-6119
Mon, Wed, Thur, Fri 8 - 5; Tue 8 - 7
Anderson, Angelina, Aransas, Austin,
Bandera, Bee, Bell, Bexar, Brazoria, Brazos,
Briscoe, Calhoun, Cameron, Chambers,
Cherokee, Colorado, Dallam, Dawson,
Dewitt, Ellis, Fayette, Fort Bend, Galveston,
Goliad, Gonzales, Gregg, Grimes, Guadalupe,
Hardin, Harris, Hays, Hidalgo, Houston

Coalition of Health Services, Inc.
Women's Health Clinic
100 West 30th, Suite 103
Pampa 79065
(806) 663-5663
Mon - Thur 8:30 - 5 Fri 8:30 - 12
Gray, Carson, Hemphill, Wheeler,
Ochiltree, Roberts, Hutchinson

Planned Parenthood of North Texas, Inc -
Paris Health Services
1735 17th Street NE
Paris 75460
(903) 784-1301
Mon 11 - 7 Tue - Fri 8:30 - 4:30
Lamar

Harris County Public Health and
Environmental Services
HCPHES Southeast Clinic
3737 Red Bluff
Pasadena 77503
(713) 740-5000
Mon, Wed, Thur, Fri 8 - 5; Tue 8 - 7
Harris

The University of Texas Medical Branch
Regional Maternal and Child Health
Program
RMCHP Pearland
1750 East Broadway
Pearland 77581
(281) 485-3220
Mon 8 - 7 Tue - Fri 8 - 5
Anderson, Angelina, Aransas, Austin,
Bandera, Bee, Bell, Bexar, Brazoria, Brazos,
Briscoe, Calhoun, Cameron, Chambers,
Cherokee, Colorado, Dallam, Dawson,
Dewitt, Ellis, Fayette, Fort Bend, Galveston,
Goliad, Gonzales, Gregg, Grimes, Guadalupe,
Hardin, Harris, Hays, Hidalgo, Houston

South Texas Rural Health Services Inc.-
Pearsall Clinic
101 Medical Drive
Pearsall 78061
(830) 334-4102
Mon, Thur 9 - 6 Tue 8 - 5 Wed 8 - 6
Fri 9 - 5
Frio

Coalition of Health Services, Inc.
Perryton Health Center
3101 Garrett Drive
Perryton 79070
(806) 435-7224
Mon - Thur 8 - 5 Fri 8 - 9 Sat - Sun 9 - 9
Ochiltree, Hansford, Hemphill, Lipscomb

Texas Panhandle Family Planning and
Health Centers
Perryton Health Clinic
3101 S. Garret Drive
Perryton 79070
(806) 372-8731
Mon - Fri 8 - 5
Hansford, Hemphill, Lipscomb, Ochiltree,
Roberts, Wheeler

Central Texas Community Health Centers
dba CommUnityCare
CommUnityCare
Pflugerville
15822 Foothill Farms Loop
Pflugerville 78660
(512) 978-9840
Mon - Thur 7:45 - 4:45 Fri 9 - 5
Travis

Hidalgo County Health & Human Services Department HCHHSD Pharr Clinic 1903 N. Fir Pharr 78577 (956) 787-1531 Mon - Thur 7:30 - 5:30 Fri 7 - 5 Hidalgo	Cameron County Department of Health and Human Services Father Joseph O'Brien Health Clinic 142 Champion Drive Port Isabel 78578 (956) 943-1300 Mon, Fri 8 - 12 Wed 7 - 7 Cameron	Planned Parenthood Association of Hidalgo County Texas, Inc. Rio Grande City Center 2542 Central Palm Dr., Ste. 207 Rio Grande 78582 (956) 488-2790 Mon 8 - 6; Tue 10 - 7; Wed - Fri 8 - 5; Sat 9 - 1 Starr
East Texas Community Health Services, Inc. Sabine Community Clinic 505 N. Temple Drive Pineland 75968 (409) 584-2020 Mon - Fri 8 - 5 Nacogdoches, San Augustine, Sabine	Planned Parenthood Association of Hidalgo County Texas, Inc. Progreso Satellite Center FM Rd., 1015 Mile 3 1/2 Progreso 78596 (956) 283-1711 Wed 8 - 5 Hidalgo	South Texas Family Planning & Health Corporation Family Planning Clinic and Men's Health Center 515 Pat Shutter Ave., Unit #121 Robstown 78380 (361) 387-6996 Mon, Wed, Thur 9 - 5; Tue 9 - 6 Nueces
Coalition of Health Services, Inc. RHN-Plainview Clinic 2601 Dimmit Road Plainview 79072 (806) 322-0561 Mon - Thur 8 - 5:30 Fri 8 - 2 Hale	Planned Parenthood of Cameron and Willacy Counties - Raymondville Clinic 112 1st Street Raymondville 78580 (956) 689-5585 Mon, Fri 8 - 5; Wed 10 - 7; Sat 9 - 1 Willacy	Fisher County Hospital District Roby Rural Health Clinic 117 North 1st Street Roby 79543 (325) 776-2500 Mon - Fri 7:30 - 5 Fisher, Nolan, Scurry, Jones
Coalition of Health Services, Inc. RHN - Yonkers Clinic 2606 Yonkers, Suite 4 Plainview 79072 (806) 322-0561 Mon - Fri 8 - 5 Sat 8 - 12 Hale	Su Clinica Familiar Su Clinica Familiar - Raymondville 131 FM 3168 Raymondville 78580-3604 (956) 689-2196 Mon - Fri 8 - 5 Willacy	Hill Country Community Action Association, Inc. Rockdale Family Planning Clinic 725 West Cameron Rockdale 76567 (325) 372-5781 Tue 8 - 5; Thur 8 - 5 Milam
South Plains Community Action Association, Inc. Plainview Women's Health Clinic 1501 C West 5th Street Plainview 79072 (806) 293-7246 Mon 10 - 7 Tue - Thur 8:30 - 5:30 Fri 8:30 - 3:30 Hale, Briscoe, Castro, Floyd, Hall, Lamb, Parmer, Swisher	Su Clinica Familiar Su Clinica Familiar - Raymondville Women's Health Center 149 S. 8th Street Raymondville 78580 (956) 689-1922 Mon, Wed, Thur 8 - 5 Tue, Fri 8 - 12 Willacy	South Texas Family Planning & Health Corporation Family Planning Clinic and Men's Health Center 287 Hwy. 35 N Rockport 78382 (361) 729-7512 Mon 8 - 6; Tue - Fri 8 - 5 Aransas, Refugio
Planned Parenthood of North Texs, Inc. - Plano Health Services 1400 Summit, Suite CA Plano 75074 (972) 633-1300 Mon, Tues, Fri 9 - 5; Wed 11 - 7 Collin	Fort Bend Family Health Center, Inc. Fort Bend Health Center - Richmond Center 400 Austin Street Richmond 77469 (281) 633-3130 Mon, Wed, Fri 8 - 5 Tue 7 - 6:30 Thur 7 - 5 Sat 8 - 12 Fort Bend	Planned Parenthood Gulf Coast Planned Parenthood of Houston Rosenberg Health Center 4203 Avenue H, #7 Rosenberg 77471 (281) 342-8408 Mon, Wed 8:30 - 5 Tue 8:30 - 4:30 Thur 10 - 7 Fort Bend

Community Action Inc, of Hays, Caldwell and Blanco Counties
Round Rock Community Health Services
206 W. Main, Suite 111
Round Rock 78664
(512) 716-1402
Mon - Fri 8 - 5
Williamson, Burnet

Lone Star Circle of Care OB/GYN
2300 Round Rock Avenue, Suite 208
Round Rock 78681
(512) 828-3300
Mon - Fri 7:30 - 5
Bell, Burnet, Milam, Travis, Williamson

Lone Star Circle of Care A. W. Grimes Medical Offices
2051 Gattis School Road, Suite 250
Round Rock 78664
(512) 238-5400
Mon - Fri 8 - 5
Bell, Burnet, Milam, Travis, Williamson

Lone Star Circle of Care Seton- Circle of Care Family Medicine at Texas A&M Health Science Center
3950 North A.W. Grimes Blvd., Suite 301A
Round Rock 78665
(512) 524-9257
Mon - Fri 8 - 8; Sat 9 - 1
Bell, Burnet, Milam, Travis, Williamson

Lone Star Circle of Care
Dell Children's Circle of Care Adolescent Health at Texas A&M Health Science Center
3950 North A.W. Grimes Blvd., Suite N202
Round Rock 78665
(512) 524-9253
Mon - Tue 8 - 8; Wed - Fri 8 - 6
Bell, Burnet, Milam, Travis, Williamson

Lone Star Circle of Care
Seton-Circle of Care Women's Services at Texas A&M Health Science Center
3950 North A. W. Grimes Blvd., Suite N103
Round Rock 78665
(512) 524-9275
Mon - Fri 8 - 5
Bell, Burnet, Milam, Travis, Williamson

Cherokee County Health Department
893 N. Main
Rusk 75785
(903) 683-4688
Mon, Tue 7 - 6; Wed 7 - 4
Cherokee, Smith, Anderson, Rusk

Planned Parenthood of West Texas, Inc.
Planned Parenthood of West Texas San Angelo Center
2010 Pecos Street
San Angelo 76901
(325) 944-1909
Mon, Tue, Wed, Fri 9 - 6 Thur 9 - 1
Andrews, Borden, Brewster, Brown, Callahan, Coke, Coleman, Concho, Crane, Crockett, Culberson, Dawson, Eastland, Ector, Fisher, Gaines, Glasscock, Haskell, Howard, Irion, Jeff Davis, Jones, Kimble, Loving, Martin, Mason, McCulloch, Menard, Midland

Bexar County Hospital Distric dba University Health System
University Health System DT Family Planning Program
527 N. Leona
San Antonio 78207
(210) 358-3698
Mon - Fri 8 - 4:30
Bexar

Bexar County Hospital Distric dba University Health System
University Health System- Naco Perrin
4020 Naco Perrin Drive
San Antonio 78217
(210) 644-8900
Mon - Fri 8 - 4:30
Bexar

Bexar County Hospital Distric dba University Health System
University Health System- Kenwood
302 Dora Street
San Antonio 78212
(210) 644-8000
Mon - Fri 8 - 4:30
Bexar

Bexar County Hospital Distric dba University Health System
University Health System- Westend
1226 N.W. 18th Street
San Antonio 78207
(210) 644-8425
Mon - Fri 8 - 4:30
Bexar

Bexar County Hospital Distric dba University Health System
Univeristy Health System- Ricardo Salinas
630 S. Gen McMullen
San Antonio 78237
(210) 644-8500
Mon - Fri 8 - 4:30
Bexar

Bexar County Hospital Distric dba University Health System
University Health System- Eastside
210 North Rio Grande
San Antonio 78202
(210) 644-8700
Mon - Fri 8 - 4:30
Bexar

Bexar County Hospital Distric dba University Health System
University Health System- South Flores
7902 South Flores
San Antonio 78221
(210) 644-8100
Mon - Fri 8 - 4:30
Bexar

Bexar County Hospital Distric dba University Health System
University Health System- Old Highway 90
911 Old Highway 90
San Antonio 78237
(210) 644-8050
Mon - Fri 8 - 4:30
Bexar

Bexar County Hospital Distric dba University Health System
University Health System - Zarzamora
4503 S. Zarzamora
San Antonio 78211
(210) 644-8600
Mon - Fri 8 - 4:30
Bexar

Family Planning Associates of San Antonio
Planned Parenthood Southeast Family Planning
2346 East Southcross
San Antonio 78223
(210) 736-2244
Mon 10 - 7; Tue - Fri 8 - 5; Sat 9 - 1
Atascosa, Bandera, Bexar, Comal, Guadalupe, Kendall, Medina, Wilson

Family Planning Associates of San Antonio
Planned Parenthood Marbach Family
Planning
8725 Marbach Road, Suite 215
San Antonio 78227
(210) 736-2244
Mon, Thur 9 - 6; Tue, Fri 8 - 4; Wed 6 - 3;
Sat 9 - 1
Atascosa, Bandera, Bexar, Comal,
Guadalupe, Kendall, Medina, Wilson

Family Planning Associates of San Antonio
Planned Parenthood Family Planning on
Ashby
120 West Ashby
San Antonio 78212
(210) 736-2244
Mon, Wed, Thur, Fri 8 - 5; Tue 10 - 7;
Sat 9 - 1
Atascosa, Bandera, Bexar, Comal,
Guadalupe, Kendall, Medina, Wilson

Family Planning Associates of San Antonio
Planned Parenthood Las Palmas Family
Planning
803 Castroville Road
San Antonio 78237
(210) 736-2244
Mon, Tue, Thur, Fri 8 - 5; Wed 10 - 7;
Sat 9 - 1
Atascosa, Bandera, Bexar, Comal,
Guadalupe, Kendall, Medina, Wilson

El Centro Del Barrio dba CentroMed
CentroMed South Park Medical Clinic
6315 S. Zarzamora
San Antonio 78211
(210) 977-1900
Mon - Fri 8 - 7 Sat 8 - 1
Bexar

El Centro Del Barrio dba CentroMed
CentroMed Southside Medical Clinic
3750 Commercial
San Antonio 7822
(210) 334-3750
Mon - Fri 8 - 8
Bexar

El Centro Del Barrio dba CentroMed
CentroMed Palo Alto Clinic
9011 Poteet Jourdanton Hwy 16
San Antonio 78224
(210) 921-6010
Mon - Fri 8 - 5
Bexar

Cameron County Department of Health
and Human Services
San Benito Public Health Clinic
1390 W. Expressway 83
San Benito 78586
(956) 361-8269
Mon 8 - 6:30 Tue, Wed 7:30 - 4:30
Thur 8 - 5 Fri 8 - 1
Cameron

Planned Parenthood Association of
Hidalgo County Texas, Inc.
San Carlos Satellite Center
230 N. 86th
San Carlos 78539
(956) 383-5084
Fri 8 - 5
Hidalgo

Planned Parenthood Association of
Hidalgo County Texas, Inc.
San Juan Center
509 E. Earling Rd.
San Juan 78589
(956) 283-9060
Wed 8 - 5
Hidalgo

Community Action Inc, of Hays, Caldwell
and Blanco Counties
MLK Community Health Services
611 W. MLK
San Marcos 78666
(512) 392-5816
Mon - Fri 8 - 5
Hays, Blanco
Hill Country Community Action
Association, Inc.
San Saba Family Planning Clinic
2005 W. Wallace
San Saba 76877
(325) 372-3117
Thur 8 - 5
San Saba, Mills, Llano

Su Clinica Familiar - Santa Rosa Health
Center
122 FM 506
Santa Rosa 78593
(956) 636-2676
Mon - Fri 8 - 5
Cameron

Community Health Centers of South
Central Texas, Inc.
1201 West Court Street
Seguin 78155
(830) 672-6511
Mon, Tue, Wed 8 - 8; Thur, Fri 8 - 5
Guadalupe

South Plains Public Health District -
Gaines County
704 Hobbs Hwy.
Seminole 79360
(432) 758-4022
Mon, Wed, Fri 8 - 5; Tue, Thur 8 - 6
Gaines

San Patricio County Department of Public
Health
SPCDPH Family Planning Clinic
313 N. Rachal
Sinton 78387
(361) 364-6208
Mon - Fri 8 - 5
San Patricio

South Texas Family Planning & Health
Corporation
Family Planning Clinic and Men's Health
Center
301 S. San Patricio, Ste C
Sinton 78387
(361) 364-3306
Mon - Wed 8 - 5; Thur 9 - 6; Fri 8 - 4
San Patricio, Jim Wells, Duval

El Centro Del Barrio dba CentroMed
CentroMed Somerset Family Clinic
7315 S. Loop 1604 W
Somerset 78069
(830) 701-3020
Mon - Thur 8 - 6 Fri 8 - 5
Bexar

South Plains Community Action
Association, Inc.
- Dickens Women's Health Clinic
907 East Hill
Spur 79370
(806) 271-3306
Mon 8:30 - 7; Tue - Thur 8:30 - 5;
Fri 8:30 - 5:30
Dickens, King, Kent, Motley

The University of Texas Medical Branch
Regional Maternal and Child Health
Program
RMCHP Stafford
2503 South Main St., Ste B
Stafford 77477
(281) 499-3004
Mon 8 – 7 Tue - Fri 8 - 5

Anderson, Angelina, Aransas, Austin,
Bandera, Bee, Bell, Bexar, Brazoria, Brazos,
Briscoe, Calhoun, Cameron, Chambers,
Cherokee, Colorado, Dallam, Dawson,
Dewitt, Ellis, Fayette, Fort Bend, Galveston,
Goliad, Gonzales, Gregg, Grimes, Guadalupe,
Hardin, Harris, Hays, Hidalgo, Houston

Sweetwater-Nolan County Health
Department
301 E. 12th St.
Sweetwater 79556
(325) 235-2869
Mon - Fri 8:30 - 4:30
Nolan, Mitchell, Fisher, Jones, Haskell,
Stonewall, Scurry, Kent

Sweetwater-Nolan County Health
Department
911 26th St.
Sweetwater 79549
(325) 235-2869
Mon - Fri 8:30 - 4:30
Nolan, Mitchell, Fisher, Jones, Haskell,
Stonewall, Scurry, Kent

Coalition of Health Services, Inc. Lynn
County Hospital
District Family Wellness Clinic
1705 Lockwood
Tahoka 79373
(806) 998-4604
Mon, Tue, Thur, Fri 8 – 5 Wed 8 - 7
Lynn, Garza

Bell County Public Health District -
Temple Clinic
509 S. 9th Street
Temple 76504
(254) 778-4766
Mon - Thur 7 - 4:30 Fri 7 - 12
Bell, Coryell, Falls, Lampasas, Llano,
McClennaMilam, San Saba, Williamson

Planned Parenthood of North Texas, Inc.
Terrell Health Services
804 E Moore Avenue
Terrell 75160
(972) 563-7571
Mon, Thur 9 – 5 Tue 11 - 7
Kaufman

Texarkana-Bowie County Family Health
Center
902 W. 12th Street
Texarkana 75573
(903) 798-3255
Mon - Thur 7 - 6
Bowie

The University of Texas Medical Branch
Regional Maternal and Child Health
Program
RMCHP Texas City
1104 20th Street North
Texas City 77590
(409) 643-8359
Mon, Wed, Thur, Fri 8 – 5 Tue 8 - 7
Anderson, Angelina, Aransas, Austin,
Bandera, Bee, Bell, Bexar, Brazoria, Brazos,
Briscoe, Calhoun, Cameron, Chambers,
Cherokee, Colorado, Dallam, Dawson,
Dewitt, Ellis, Fayette, Fort Bend, Galveston,
Goliad, Gonzales, Gregg, Grimes,
Guadalupe, Hardin, Harris, Hays, Hidalgo,
Houston

Community Health Clinics of Northeast
Texas
Total Healthcare Center
928 N. Gleenwood Blvd.
Tyler 75702
(903) 594-3957
Mon 8 - 5; Tue, Wed, Thur, Fri 7:30 - 5;
Sat 9 - 1
Anderson, Henderson, Rusk, Smith,
Van Zandt, Wood

Planned Parenthood of North Texas, Inc. –
Tyler Center
3500 E S Broadway
Tyler 75701
(903) 581-8277
Mon 11 – 7 Tue - Thur 8:30 - 4:30
Fri 8:30 - 2:30
Smith

Community Health Development, Inc.
Our Health Nuetro Centro de Salud
200 S. Evans
Uvalde 78801
(830) 278-7105
Mon - Wed 8 - 7; Tue, Thur, Fri 8 - 5:30;
Sat 8 - 5
Uvalde, Kinney, Zavala

The University of Texas Medical Branch
Regional Maternal and Child Health
Program
RMCHP Victoria
2603 Hospital
Victoria 77901
(361) 576-2110
Mon 8 – 7 Tue - Fri 8 - 5
Anderson, Angelina, Aransas, Austin,
Bandera, Bee, Bell, Bexar, Brazoria, Brazos,
Briscoe, Calhoun, Cameron,
Chambers, Cherokee, Colorado, Dallam,
Dawson, Dewitt, Ellis, Fayette, Fort Bend,
Galveston, Goliad, Gonzales, Gregg, Grimes,
Guadalupe, Hardin, Harris, Hays, Hidalgo,
Houston

Planned Parenthood of Central Texas
Mary Ruth Duncan Health Center
1121 Ross Avenue
Waco 76706
(254) 492-1781
Mon 10 - 7; Tue 9 - 5; Wed, Fri 8 - 5;
Thur 12 - 5
McLennan, Bell, Bosque, Coryell, Falls,
Hill, Lampasas, Limestone, Milam,
San Saba

Hidalgo County Health & Human Services
Department
HCHHSD Weslaco Clinic
1901 N. Bridge
Weslaco 78596
(956) 968-7541
Mon - Thur 7:30 - 5:30 Fri 7 - 5
Hidalgo

Planned Parenthood Association of
Hidalgo County Texas, Inc.
Weslaco Center
901 S. James
Weslaco 78596
(956) 973-2655
Mon 8 - 6; Tue 10 - 7; Wed - Fri 8 - 5
Hidalgo

South Plains Community Action
Association, Inc.
South Plains Community Action, Inc.
Girlstown Women's Health Clinic
2490 State Highway 1780
Whiteface 79379
(806) 894-6104
Tue 10 -5
Cochran

North Central Texas Medical Foundation
dba Wilson Family Planning Clinic
Wilson Family Planning Clinic
1301 Third Street Suite 100
Wichita Falls 76301
(940) 723-0755
Mon - Thur 8 - 6
Archer, Baylor, Clay, Jack, Montague,
Wichita, Wilbarger, Young

El Centro Del Barrio dba CentroMed
CentroMed Walzem Clinic
5253 Walzem
Windcrest 78218
(210) 651-1050
Mon - Fri 8 - 8
Bexar

Gateway Community Health Center, Inc.
(Zapata Clinic)
210 N. Rathmell Ave.
Zapata 78076
(956) 523-3685
Mon - Fri 8 - 5
Zapata