

# Reminder: Texas Medicaid Providers Help Ensure Our Members Don't Lose Their Coverage

**06/20/2024**

## Reminder

As you may know, the public health emergency related to COVID-19 ended March 31, 2023. States now have to re-certify the eligibility of all Medicaid/CHIP enrollees.

Those who no longer meet eligibility requirements or those who do not take the steps to confirm their eligibility – **will lose their coverage.**

Unfortunately, our members may not be familiar with the redetermination process or how it applies to them. Please reference the [End of Continuous Medicaid Coverage Ambassador Toolkit](#), for more detail information and updates.

## How you can help

Remind our members to confirm their current contact information with HHSC or caseworker. They can visit [YourTexasBenefits.com](https://YourTexasBenefits.com) to get started.

Also, make note of the phone number, **2-1-1** Texas chose Option 2 after picking a language, for the Medicaid enrollment office. Keep it handy at your front desk, billing office or anywhere staff can share with our members.

Providers, for questions or additional information, please:

- Contact your BCBSTX Medicaid Provider Network team at **1-855-212-1615**
- Submit via email [Texas Medicaid Network Department](#)