

Former Foster Youth (MTFCY/ FFCC)
Medicaid Address Update

How to Update your Address

It is important to update your address every time you move or you could temporarily lose your Medicaid benefits or not get your identification card.

Dial 2-1-1

Open 8am-8pm Monday-Friday

Select your Language

- 1- English
- 2- Spanish
- 0- Other Languages

Press #2

To go to the Benefits/ Medicaid Helpline

Press #1

To continue to the HHSC Benefits

Press # 1 to enter Social Security number or Press #2 to enter your case number

Enter your social security number if you don't know your case number

Press #1

To verify the number you entered is correct

Enter your date of birth

January 8, 1994 should be entered as 01081994

You will hear information about your case, then press #2

Get information on your benefits, appointments, or forms you have sent in

Press #4 (if NO case number provided)

Selects that you are calling for a reason not already listed if no case number provided and you have multiple accounts

OR

Press #7 (if case number provided)

Selects that you are calling for a reason not already listed if case number provided

Press #4

Selects that you have a question about something else and will connect you with a human/representative.

Tell the representative you need to change your address!