TEXAS
Health and Human Services

Community Partner Program

Case Assistance Affiliate

April 2023

Contents

- Certification Requirements
- Case Assistance Affiliate Roles
- YourTexasBenefits.com Partner Log In
- YourTexasBenefits.com Account Management
- Your Texas Benefits Community Partner Portal
- H0926 Sharing Facts About Me and My Case with a Community Partner

Certification Reminder

The following requirements must be met before Case Assistance Affiliate permissions can be provisioned:

1. Must be current on all Level II Certification requirements, including completion of:
    - Background Check
    - Self Attestation of Legal Employability
    - Acceptable Use Agreement (AUA)
    - Navigator Certification Agreement (NCA)
    - All Required Navigator Training
    - Completed Certification Quiz
    - Cyber Security and Attestation

Certification Reminder Continued

The following requirements must be met before CAA permissions can be provisioned:

2. Must complete all Case Assistance Navigator Level III training, including:
   - Single Sign-on (State Portal Training)
   - H0926 – Sharing Facts About Me and My Case with a Community Partner Consent Form Training
   - Case Assistance Navigator (Level III) Training

These items are accessible from your TexasCommunityPartnerProgram.com account. Note: Trainings may demonstrate application assistance. Please disregard.

TEXAS
Health and Human Services

Case Assistance Affiliate

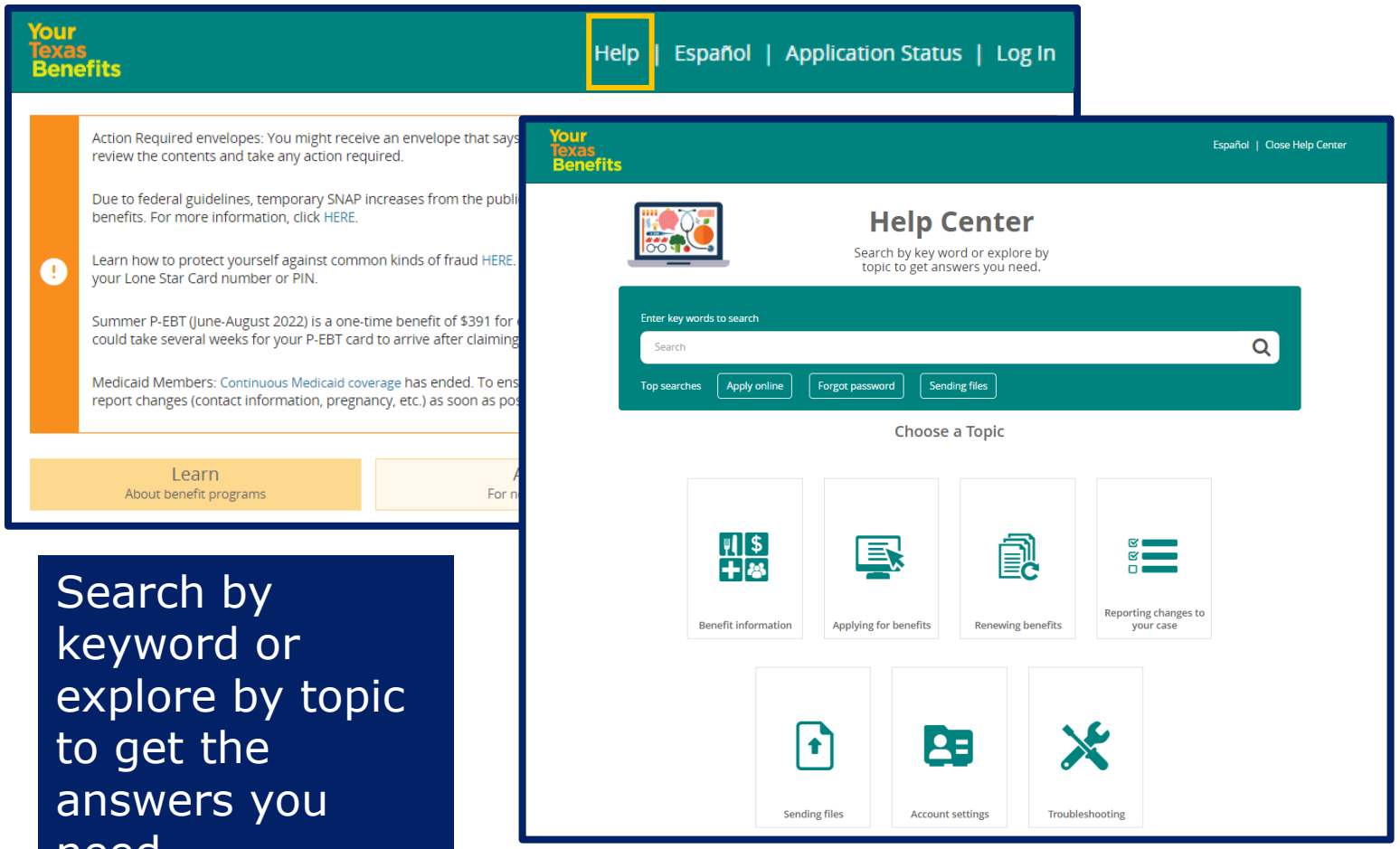
Case Assistance Affiliate

Case Assistance Affiliates (CAA) provide case management services to members **on the phone**.

This includes helping:

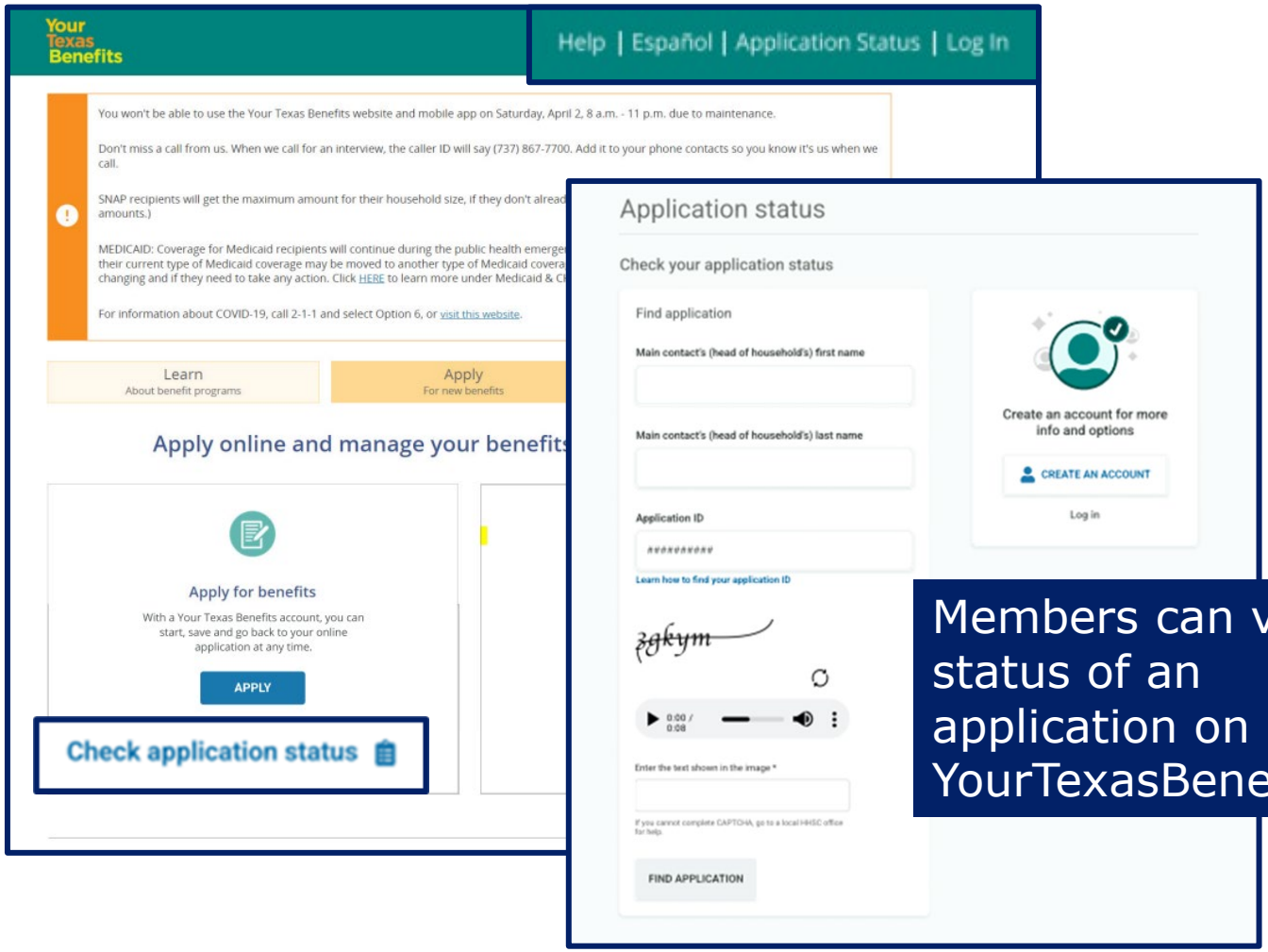
- Educate and provide information on YourTexasBenefits.com to support members;
- Inform members about Your Texas Benefits functionality including but not limited to: managing messages, resetting passwords, and locating case status;
- Educate and promote the Your Texas Benefits mobile app;
- Provide address and/or fax number to members to submit an application.

Information on Your Texas Benefits



Search by keyword or explore by topic to get the answers you need.

Information on Your Texas Benefits



Members can view the status of an application on YourTexasBenefits.com

Mobile App Functions

What can be done on the Your Texas Benefits Mobile App?

Members **can**:
- Set up a new account
- Upgrade account to full access
- Report most changes
- Manage their account
- View case information
- View and manage EBT card information
- Upload files
- Find an office or community partner
- Choose to go paperless
- View Banner Message

Members **cannot**:
- Apply for or renew benefits
- Report some changes
  - Adding an individual
- See the complete account history of past benefits

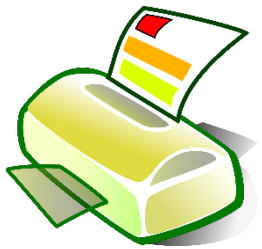
All of this can be done on the website!

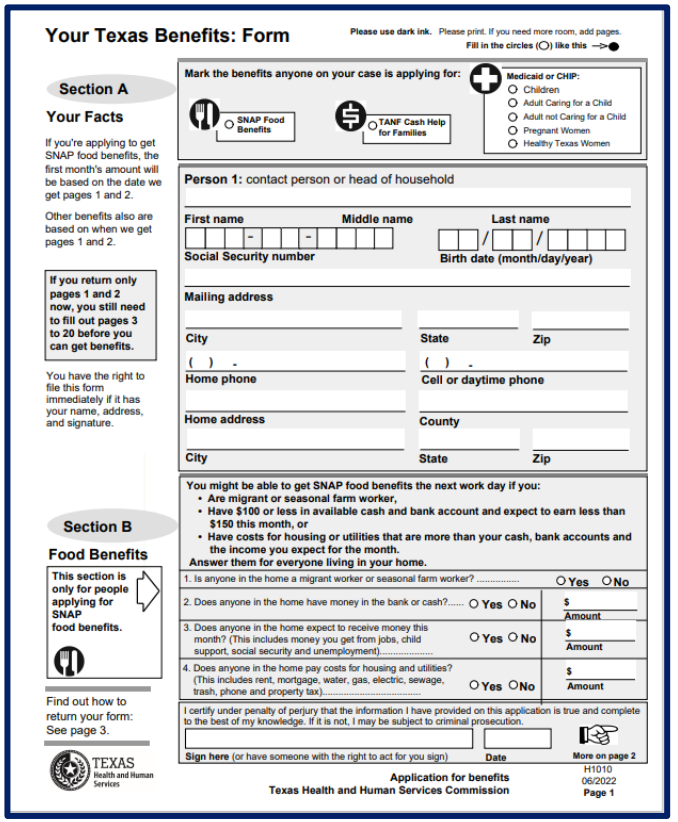
Faxing or Mailing an Application

How can I contact the Texas Health and Human Services Commission (HHSC)?

Mail: PO Box 149024, Austin, TX 78714-9024

Fax: 1-877-447-2839





Your Texas Benefits: Form

Please use dark ink. Please print. If you need more room, add pages.
Fill in the circles (○) like this →●

Section A
Your Facts

If you're applying to get SNAP food benefits, the first month's amount will be based on the date we get pages 1 and 2.

Other benefits also are based on when we get pages 1 and 2.

If you return only pages 1 and 2 now, you still need to fill out pages 3 to 20 before you can get benefits.

You have the right to file this form immediately if it has your name, address, and signature.

Mark the benefits anyone on your case is applying for:
○ SNAP Food Benefits
○ TANF Cash Help for Families
Medicaid or CHIP:
○ Children
○ Adult Caring for a Child
○ Adult not Caring for a Child
○ Pregnant Women
○ Healthy Texas Women

Person 1: contact person or head of household

First name | Middle name | Last name
Social Security number | Birth date (month/day/year)
Mailing address
City | State | Zip
( ) - Home phone | ( ) - Cell or daytime phone
Home address | County
City | State | Zip

Section B
Food Benefits

This section is only for people applying for SNAP food benefits.

You might be able to get SNAP food benefits the next work day if you:
- Are migrant or seasonal farm worker,
- Have $100 or less in available cash and bank account and expect to earn less than $150 this month, or
- Have costs for housing or utilities that are more than your cash, bank accounts and the income you expect for the month.

Answer them for everyone living in your home.

1. Is anyone in the home a migrant worker or seasonal farm worker? ○ Yes ○ No
2. Does anyone in the home have money in the bank or cash? ○ Yes ○ No $ Amount
3. Does anyone in the home expect to receive money this month? (This includes money you get from jobs, child support, social security and unemployment) ○ Yes ○ No $ Amount
4. Does anyone in the home pay costs for housing and utilities? (This includes rent, mortgage, water, gas, electric, sewage, trash, phone and property tax) ○ Yes ○ No $ Amount

Find out how to return your form: See page 3.

I certify under penalty of perjury that the information I have provided on this application is true and complete to the best of my knowledge. If it is not, I may be subject to criminal prosecution.

Sign here (or have someone with the right to act for you sign) | Date

More on page 2

TEXAS Health and Human Services

Application for benefits
Texas Health and Human Services Commission

H1010
06/2022
Page 1

Case Assistance Affiliate

Case Assistance Affiliates (CAA) provide case management services to members **in person**.

This includes helping:

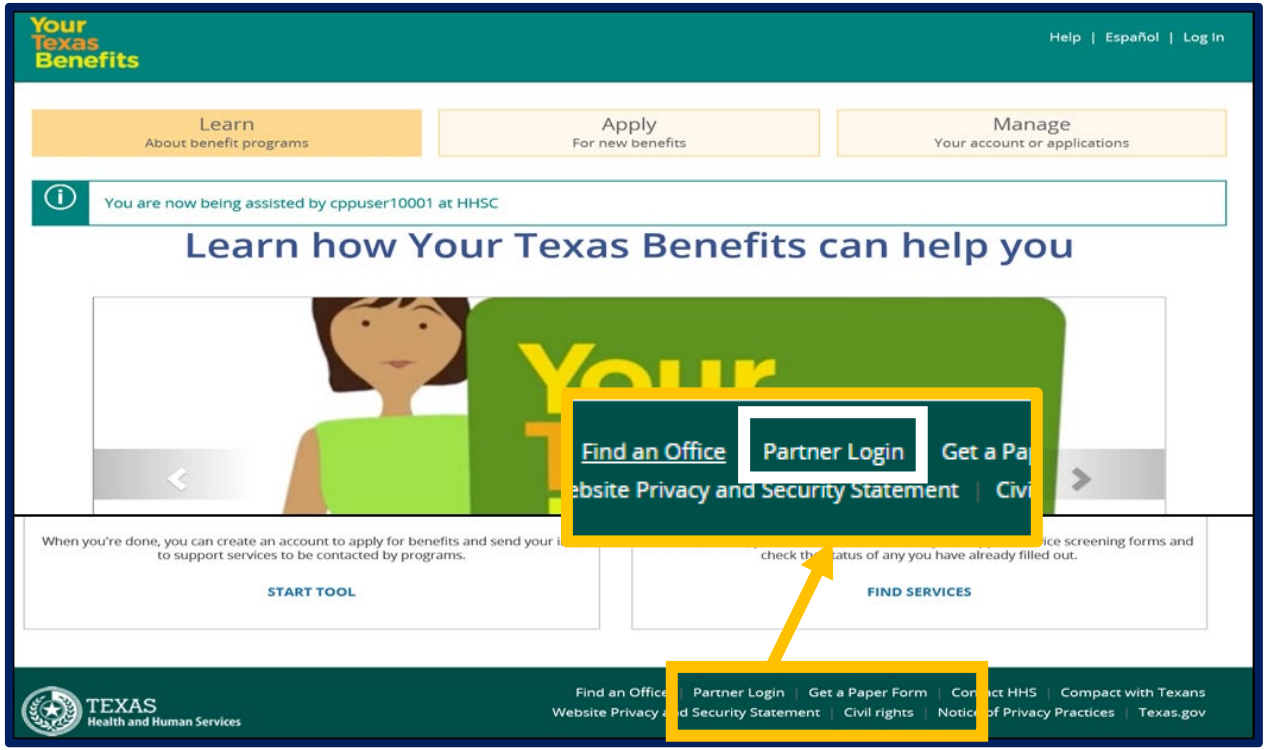
- Assist members with mailing or faxing a signed completed paper application or supportive documents to HHSC.
- Assist members with locating their YourTexasBenefits.com account username;
- Assist members with upgrading their YourTexasBenefits.com account from limited to full access.
- Assist members with linking their HHSC case number to their YourTexasBenefits.com account.

Case Assistance Affiliate

Case Assistance Affiliates (CAA) provide case management services to members **in person**.

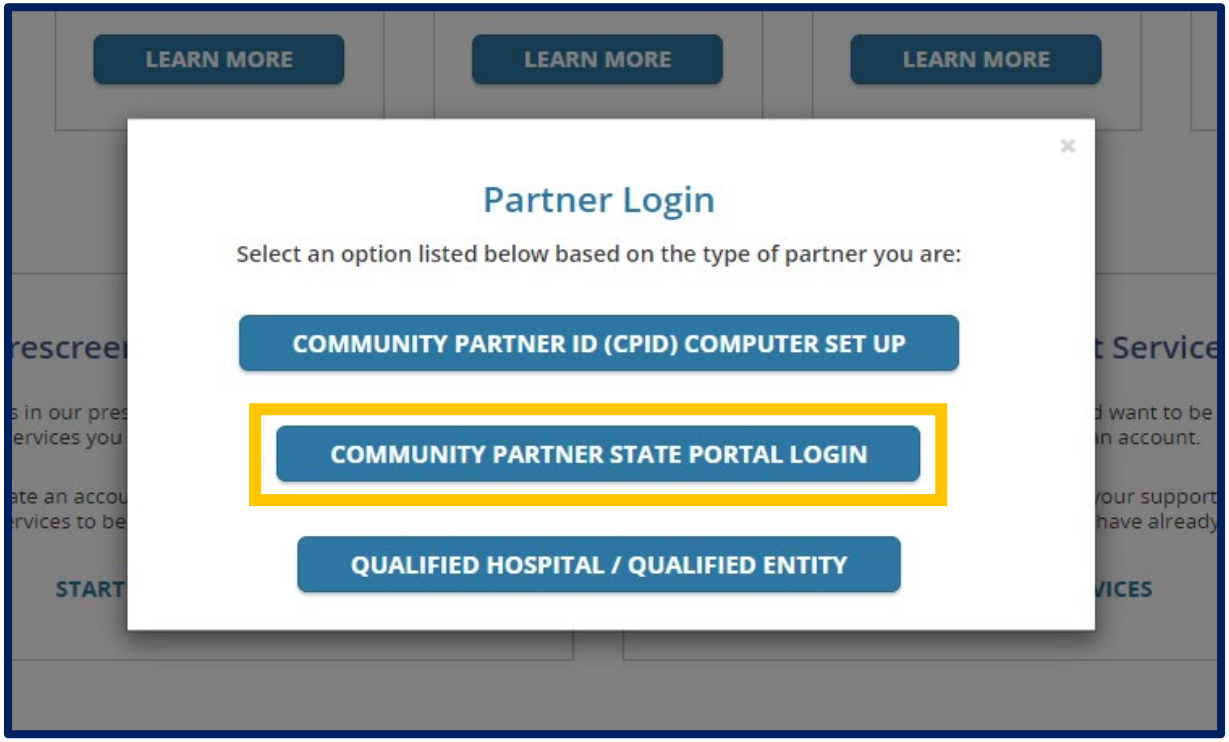
- Assist members with YourTexasBenefits.com unlock and password resets.
- Assist members with YourTexasBenefits.com account creation.
- Assist members with managing messages and notification settings.
- Manage benefit cases using the “Search Status” in the Community Partner Portal located in YourTexasBenefits.com.

Partner Login



Members access the login page through the "Partner Login" link in YourTexasBenefits.com

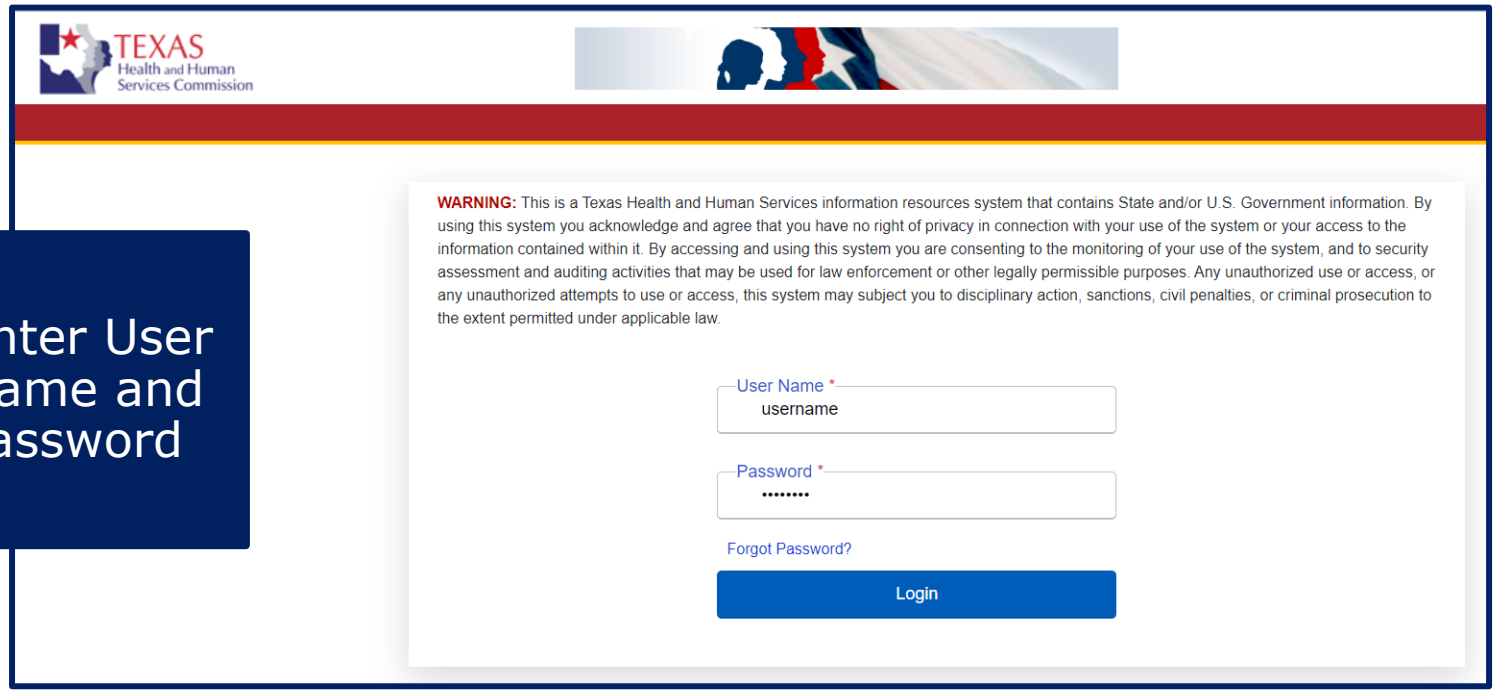
Partner Login



CAAs use the "COMMUNITY PARTNER STATE PORTAL LOGIN" button to access the State Portal login.

State Portal Account

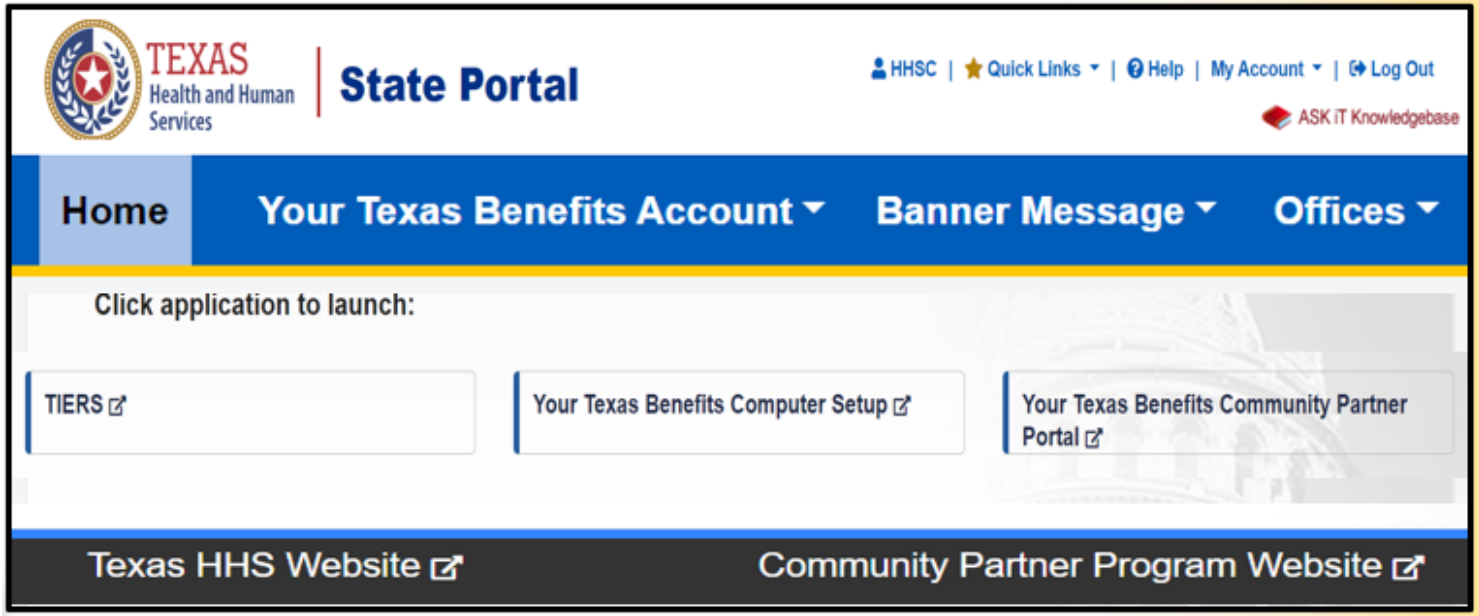
CAAs are provisioned with a State Portal (STP) account, which can be accessed via TxTIERS.net/portal.



Enter User Name and Password

When the account is initially created or a password reset is requested, the CAA will receive a password via email.

STP Home Page



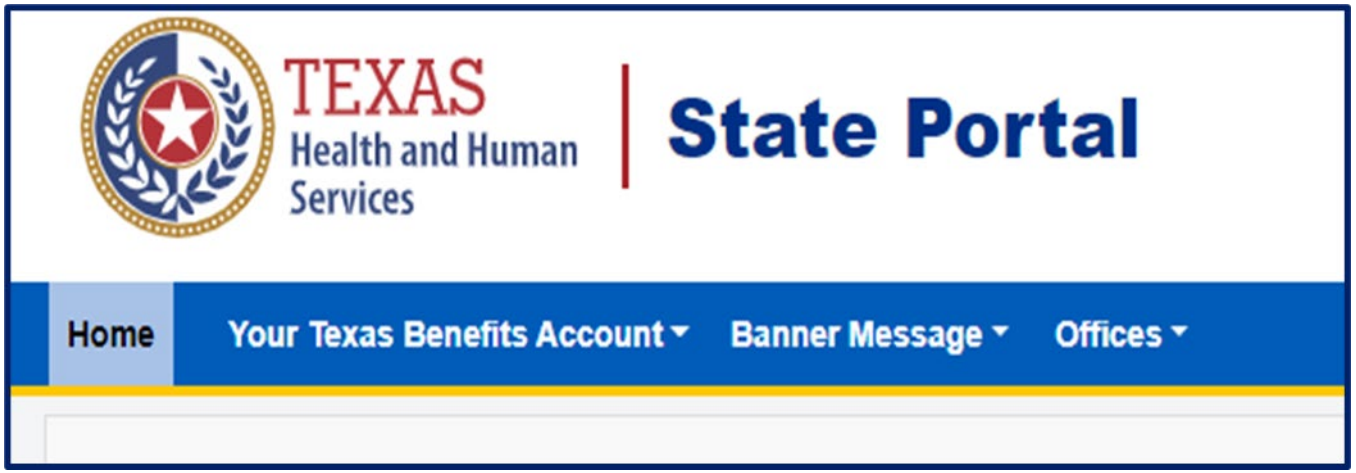
CAAs have the following links on the Home Page of the State Portal:

- TIERS (*Link with no functionality*)
- YourTexasBenefits.com Computer Setup
- YourTexasBenefits.com Community Partner Portal
- Texas HHS Website
- Community Partner Program Website

STP Functional Tabs

CAAs have access to the following tabs:

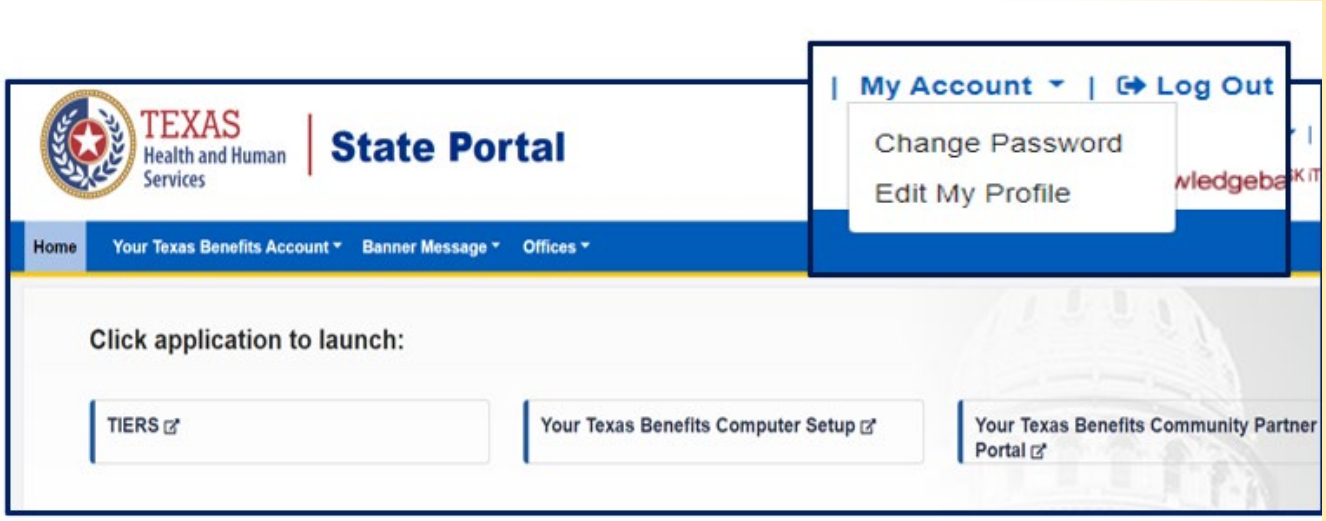
- Home
- Your Texas Benefits Account Management
- Banner Message
- Offices



My Account Menu

The **My Account** drop-down provides access to the following screens:

- My Profile
- Change Password

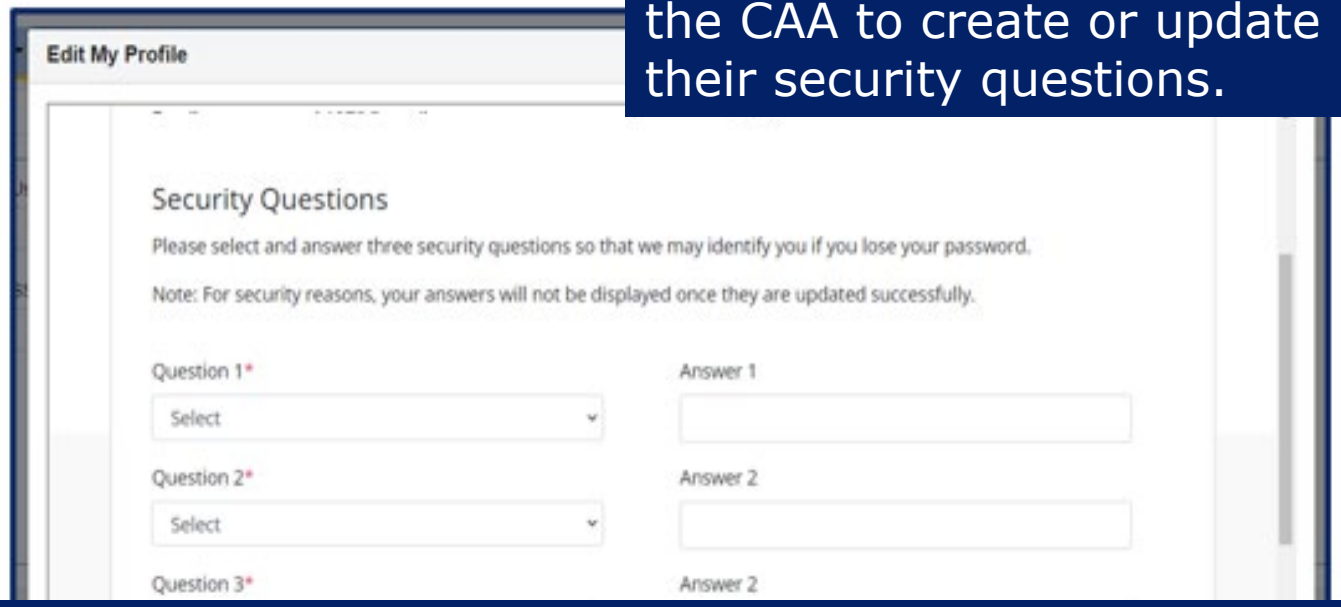


TEXAS
Health and Human Services

My Account Menu

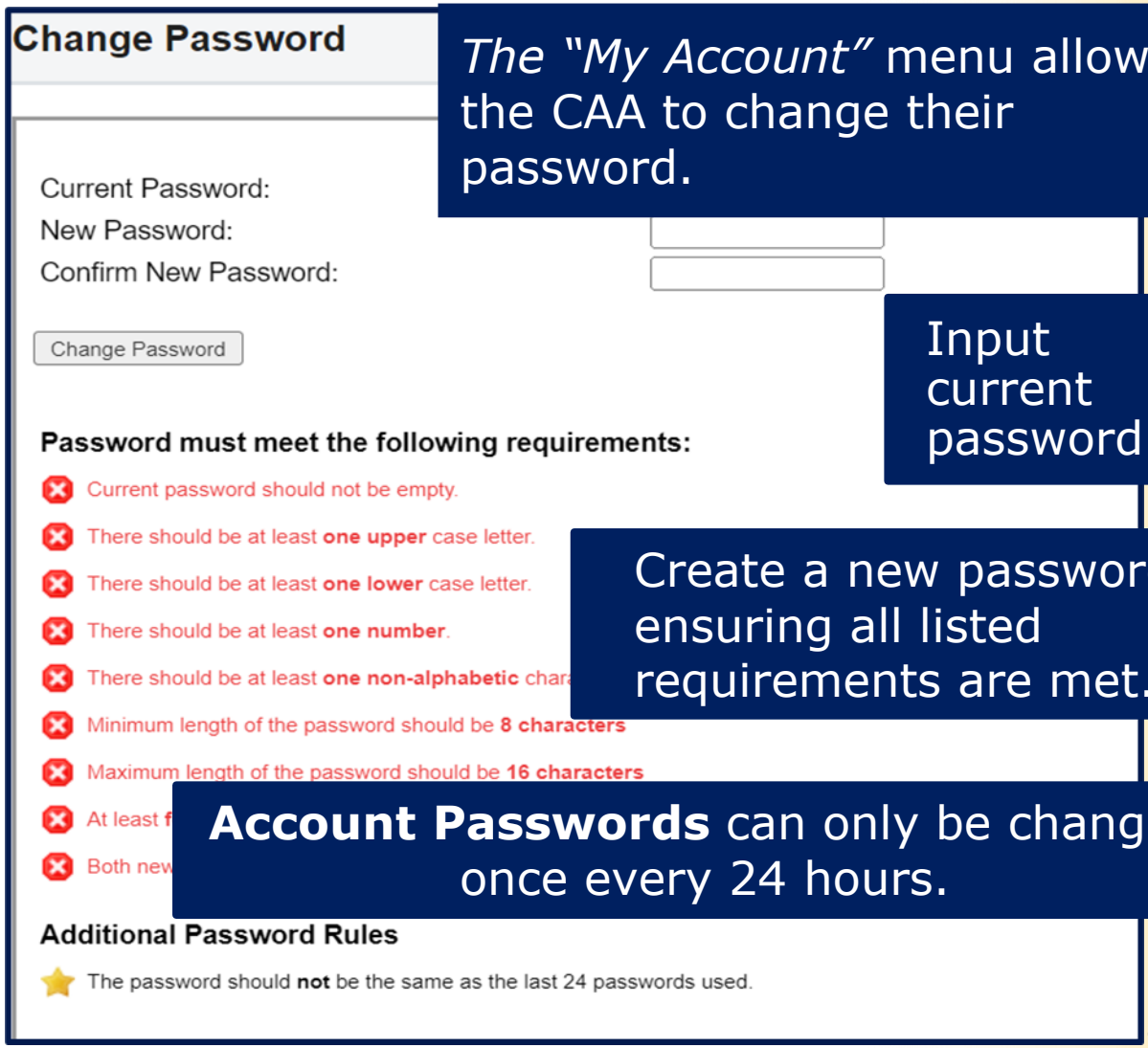
My Profile

The "My Account" menu allows the CAA to create or update their security questions.



HELPFUL HINT: The very first time a CAA logs in they are prompted to update the "My Profile" section by selecting and answering security questions. Successfully completing the "My Profile" section will allow users to reset their password in the future.

My Account Menu



The "My Account" menu allows the CAA to change their password.

Input current password.

Create a new password ensuring all listed requirements are met.

Account Passwords can only be changed once every 24 hours.

TEXAS Health and Human Services

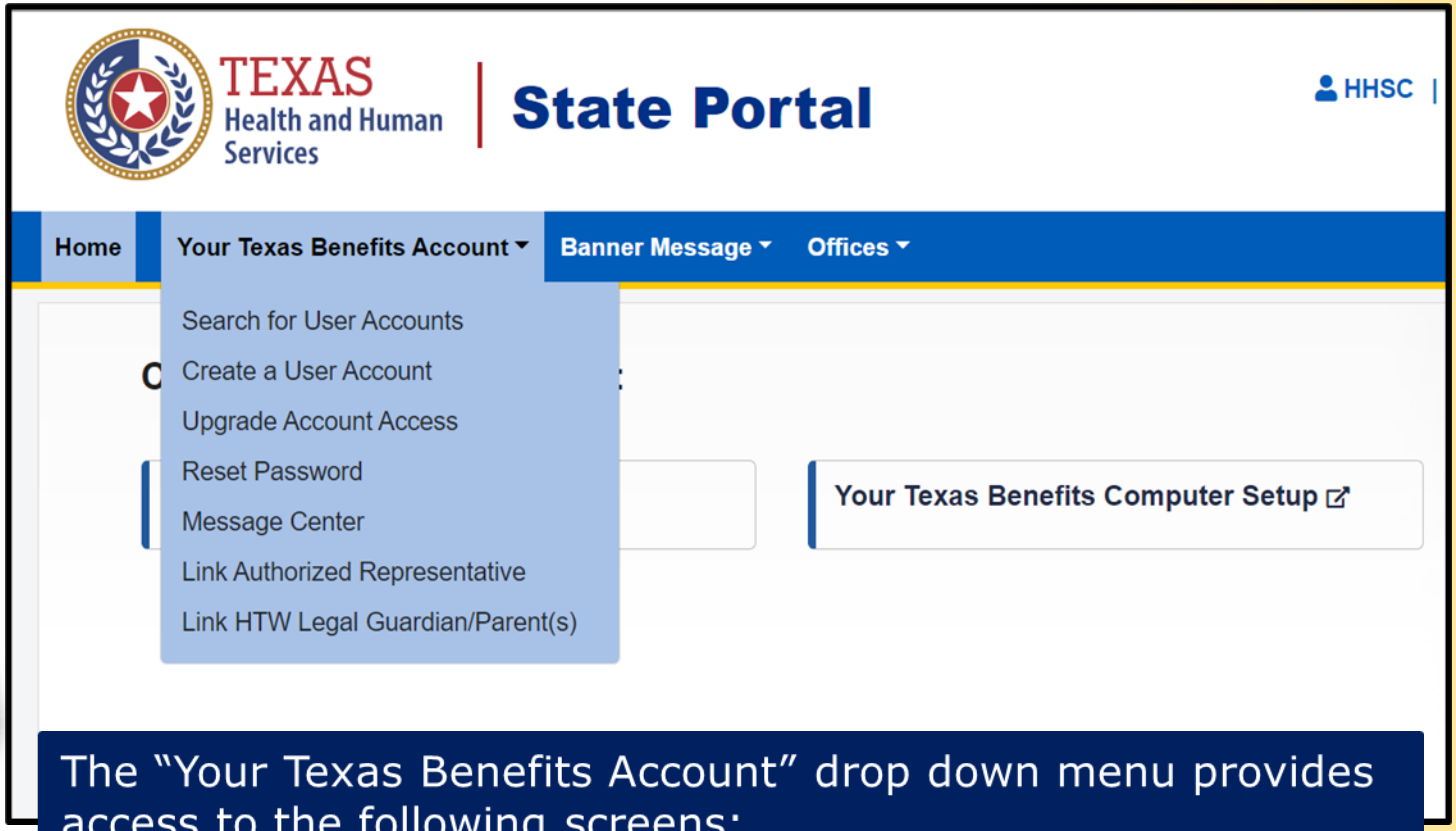
STP Account

CAAs having trouble accessing their State Portal account should contact their Community Support Specialist (CSS) and provide the following information:

- Name
- Email Address
- Phone number
- Organization Name

TEXAS
Health and Human Services

Your Texas Benefits Account



The "Your Texas Benefits Account" drop down menu provides access to the following screens:

- Search for User Accounts
- Create a User Account
- Upgrade Account Access
- Reset Password
- Link Authorized Representative
- Link HTW Legal Guardian

Your Texas Benefits Account

Prior to utilizing the YourTexasBenefits.com Account Management function, CAAs are **required to verify the member's identity.**

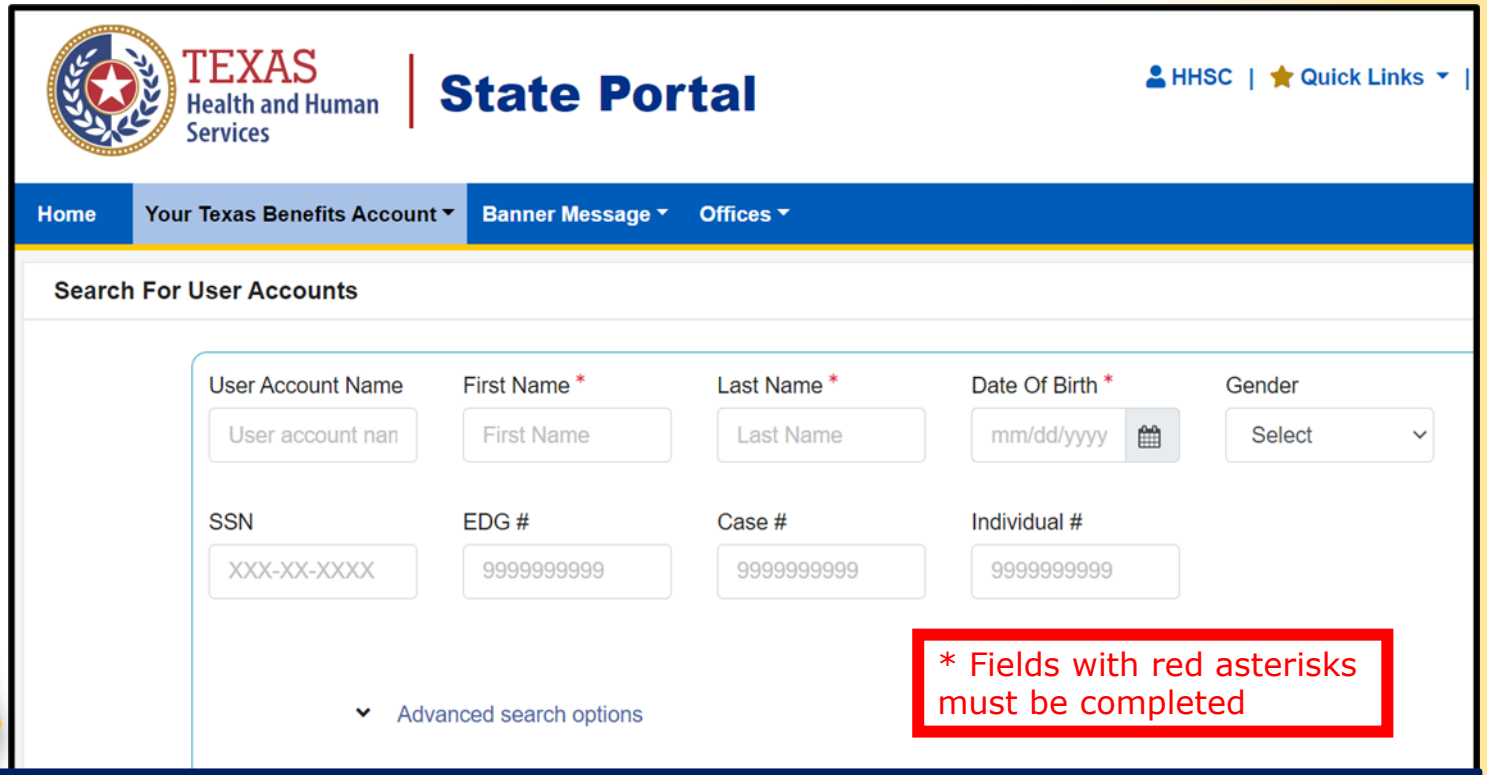
Members must be in person to utilize this feature.

Acceptable forms of verification are:

- Valid driver's license or Department of Public Safety ID card
- Birth certificate
- Hospital or birth records
- Adoption papers or records
- Work or school ID card
- Voter registration card
- Wage stubs
- U.S. passport

TEXAS Health and Human Services

Search for User Account



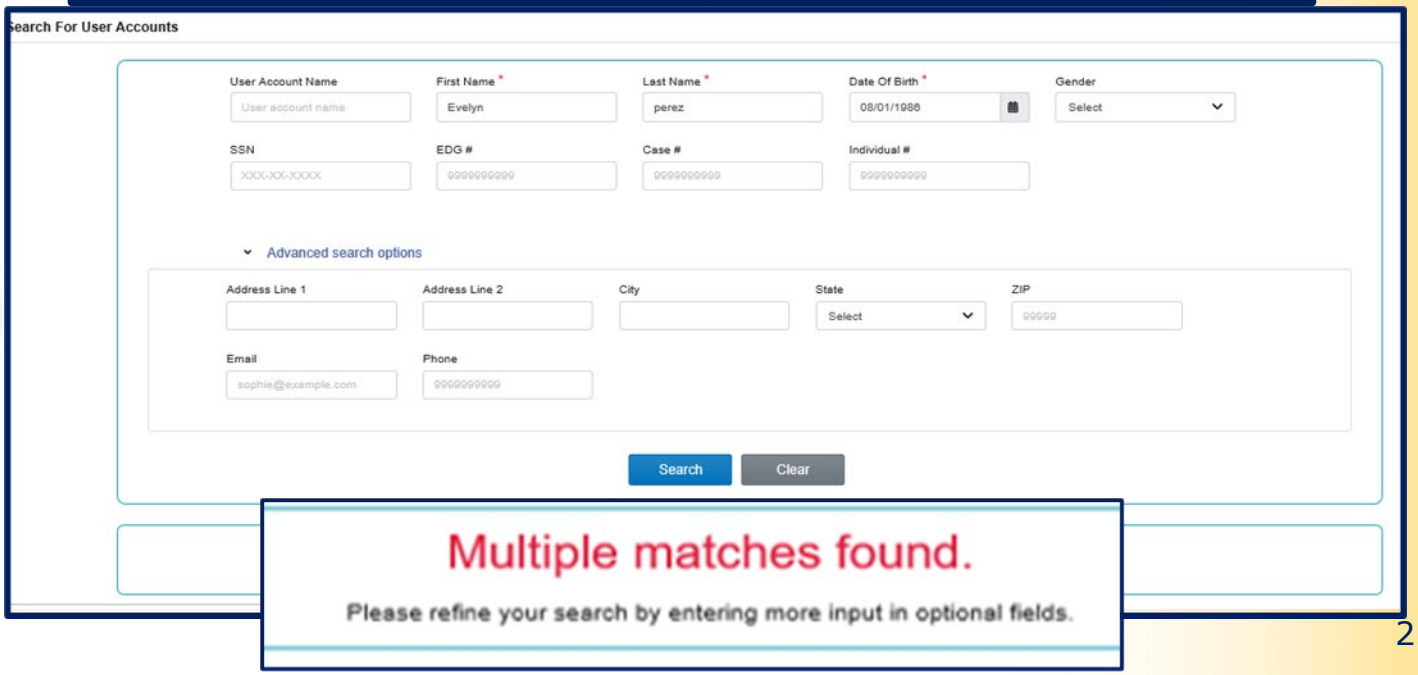
TEXAS
Health and Human Services

To avoid creating duplicate accounts, be sure to search for an existing YourTexasBenefits.com account prior to providing assistance. If an account is not found, create a new one.

Search for User Account

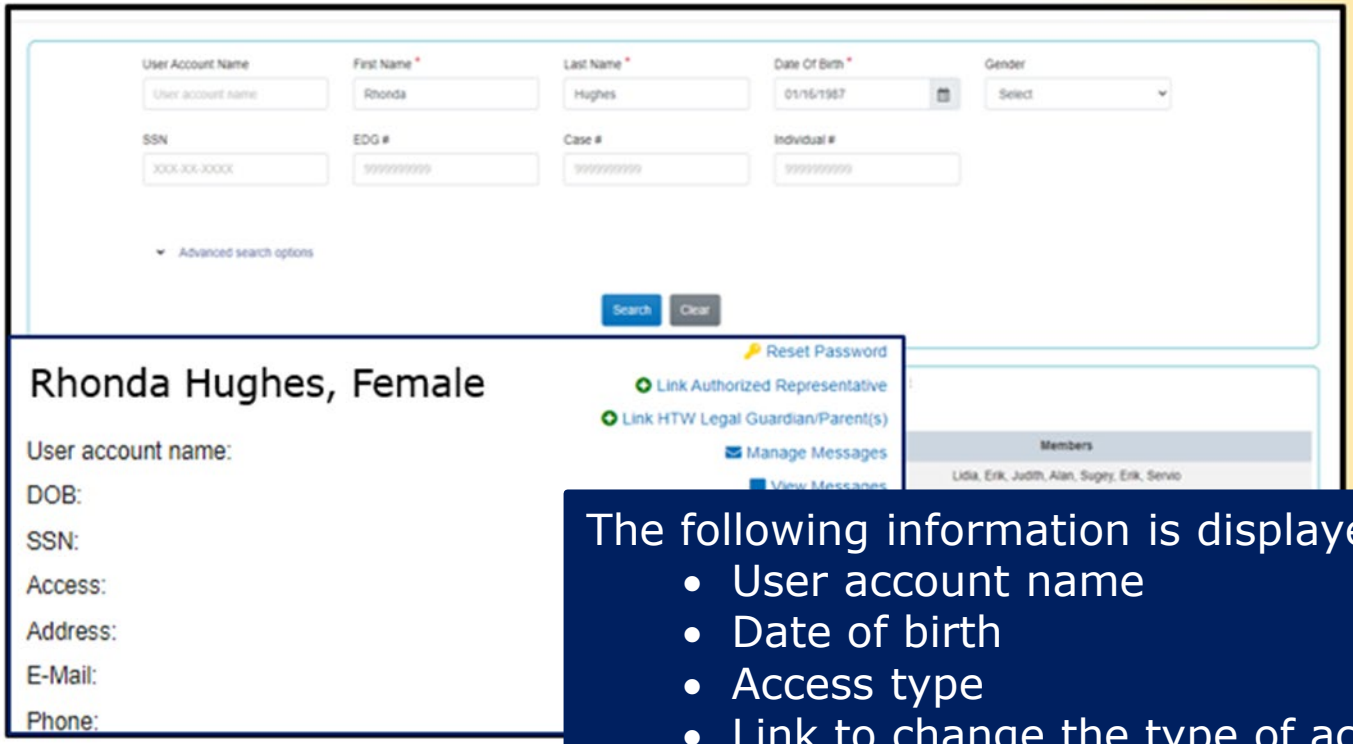
If the "*Multiple matches found*" message appears, add another identifying element to the search criteria such as:

- Member's Social Security Number
- Eligibility Determination Group (EDG) Number
- TIERS Case Number
- Member's Individual Number



TEXAS Health and Human Services

Search for User Account

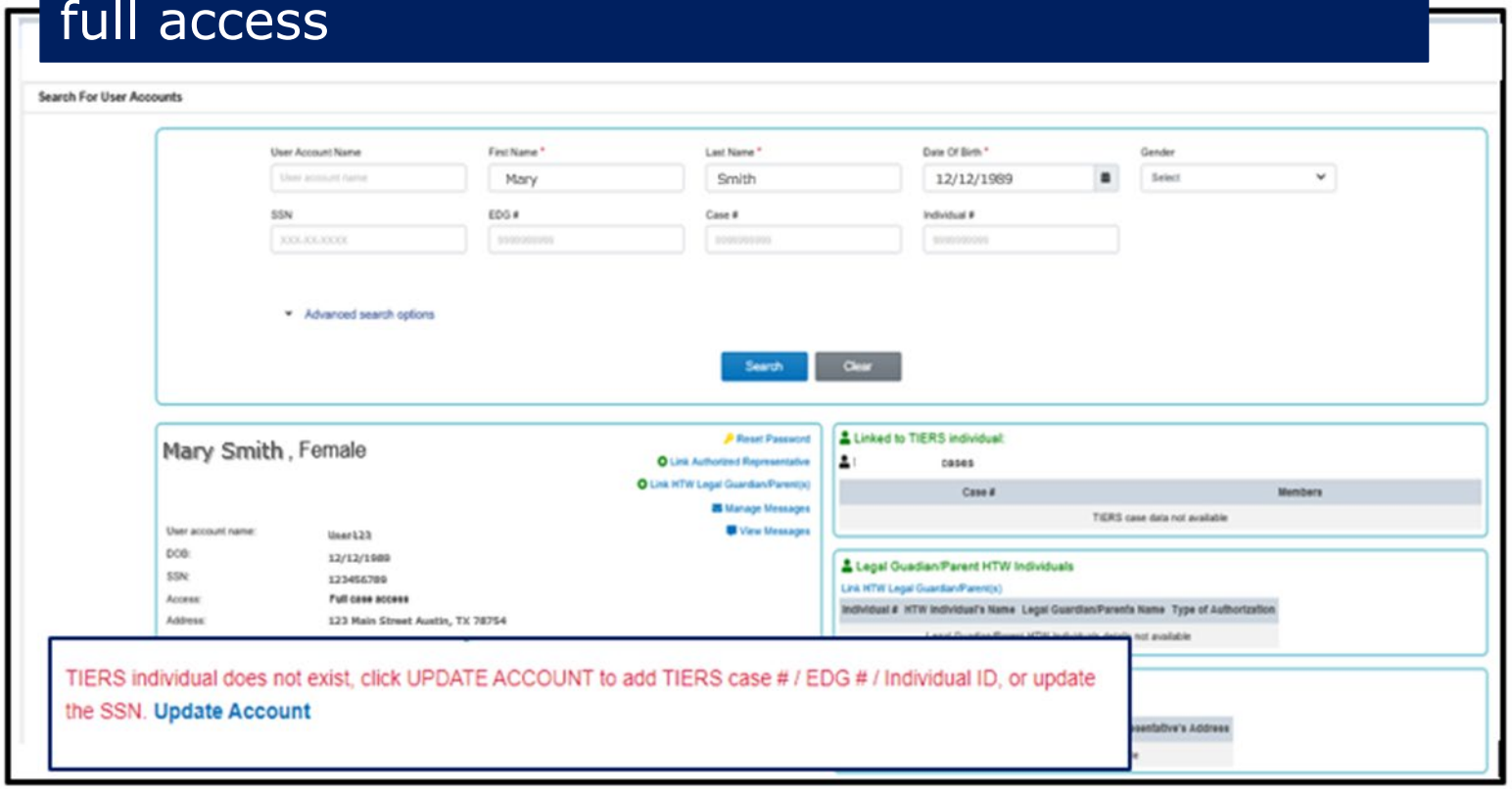


The following information is displayed:

- User account name
- Date of birth
- Access type
- Link to change the type of account access
- Link to reset the password
- Member address
- Member email address
- Member phone number

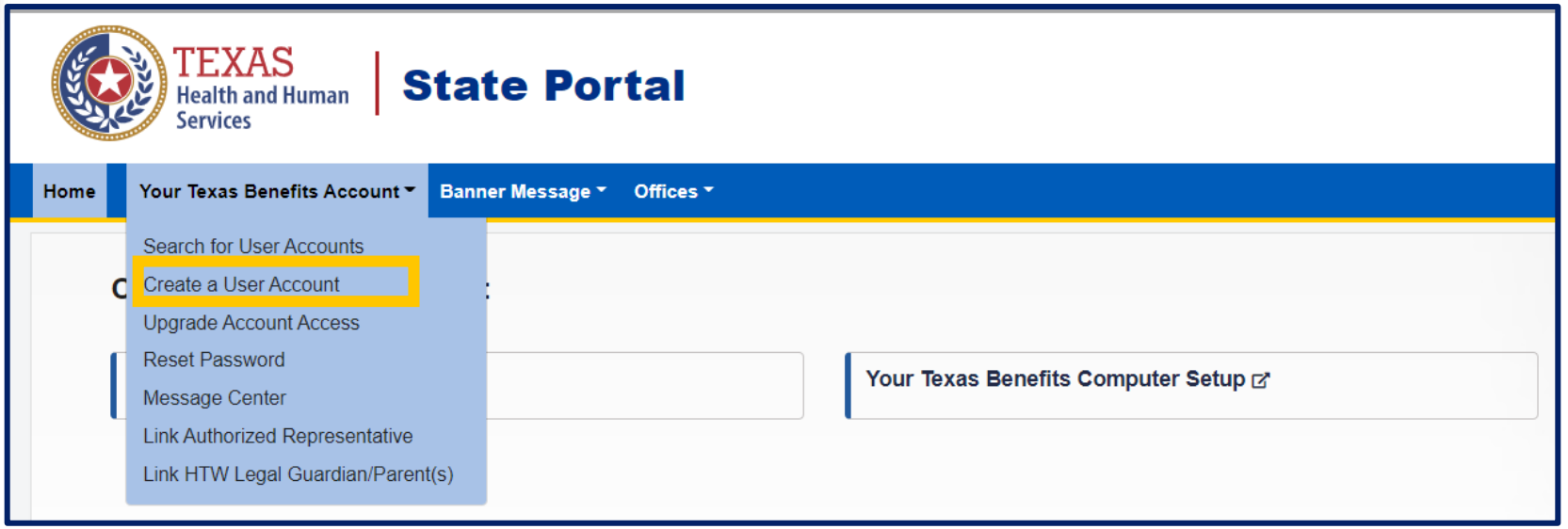
Search for User Account

This member is not known to HHSC and would need to provide additional information to obtain full access



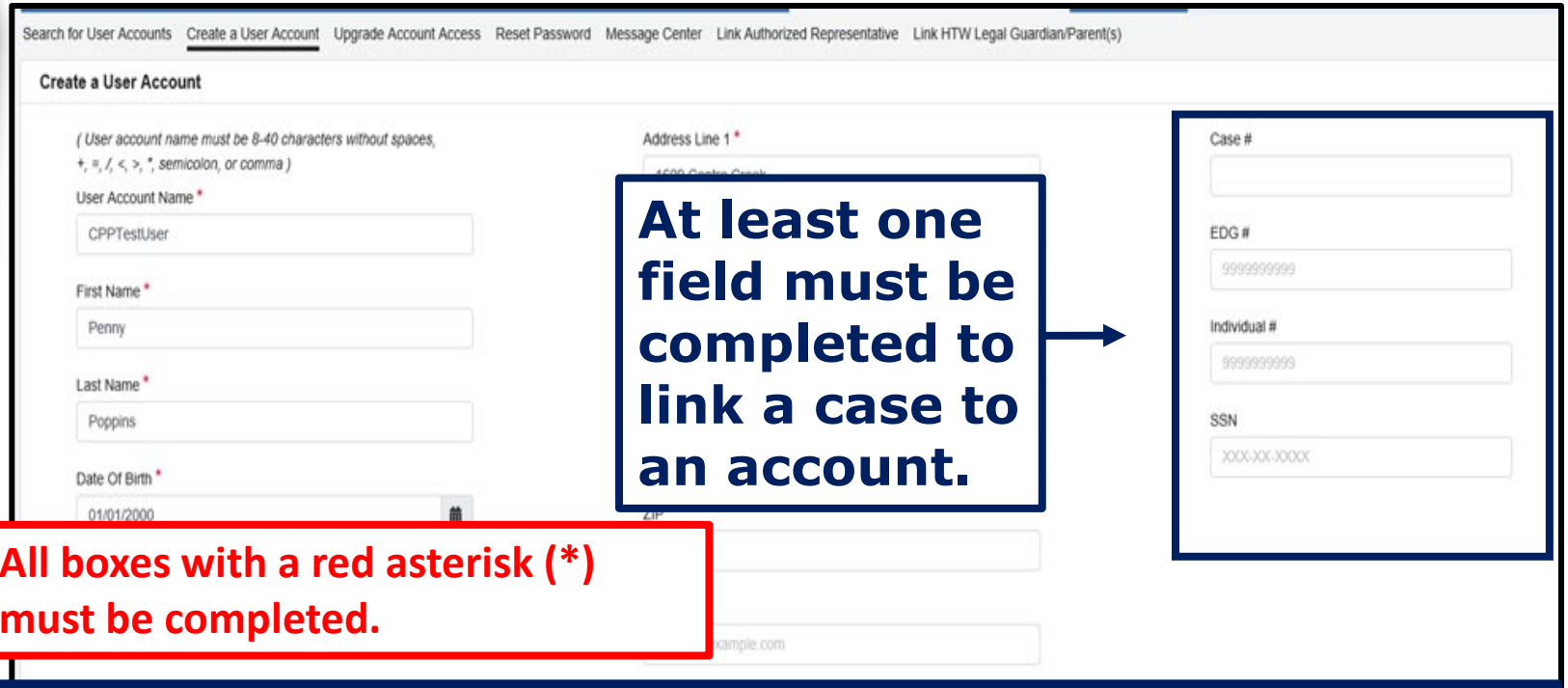
Create a User Account

CAAs can create a YourTexasBenefits.com user account in the STP for members.



Currently assistance creating accounts through the STP is not tracked on HHSC reports.

Create a User Account



Your Texas Benefits accounts created through the STP are initiated as Full Access accounts and do not require electronic authentication.

CAAs must verify the identity of the member prior to assisting them.

Create a User Account

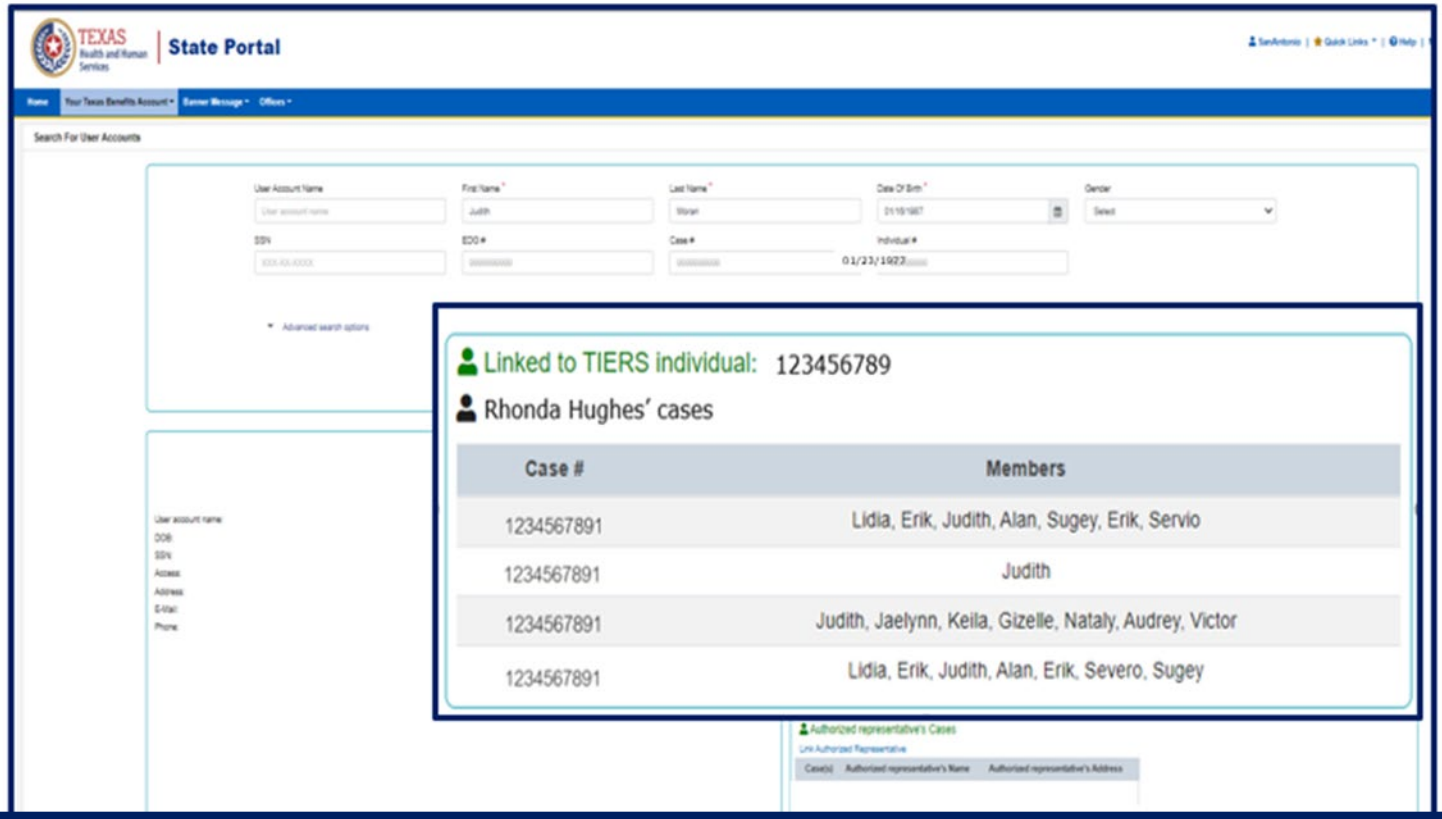
One of the following identifiers is required to link an existing case to a YourTexasBenefits.com user account in the STP:

- SSN
- Eligibility Determination Group (EDG) Number
- HHSC case number
- Individual ID

When an account is successfully created, a pop-up screen will appear with instructions (in English and Spanish) for creating a password. The member will be given a temporary password in order to complete this step.

The member will need to sign on through YourTexasBenefits.com and create a permanent password.

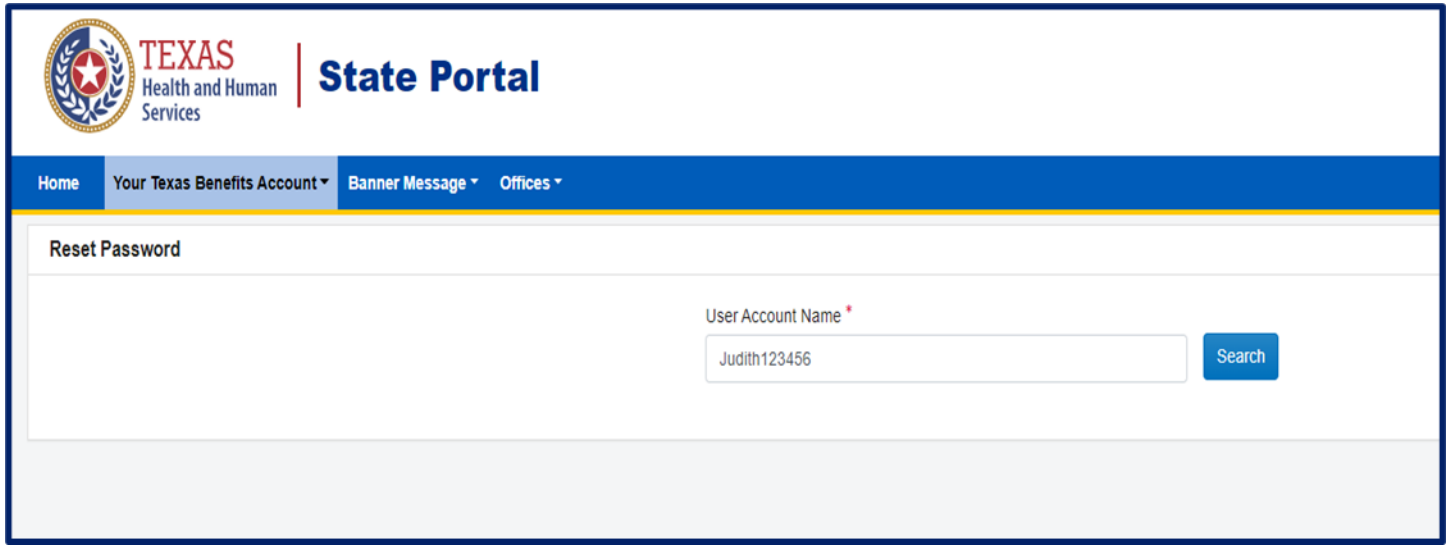
Create a User Account



The user account must be linked to the member's HHSC case to access the manage, renewal, and change options in Your Texas Benefits.

Reset Password

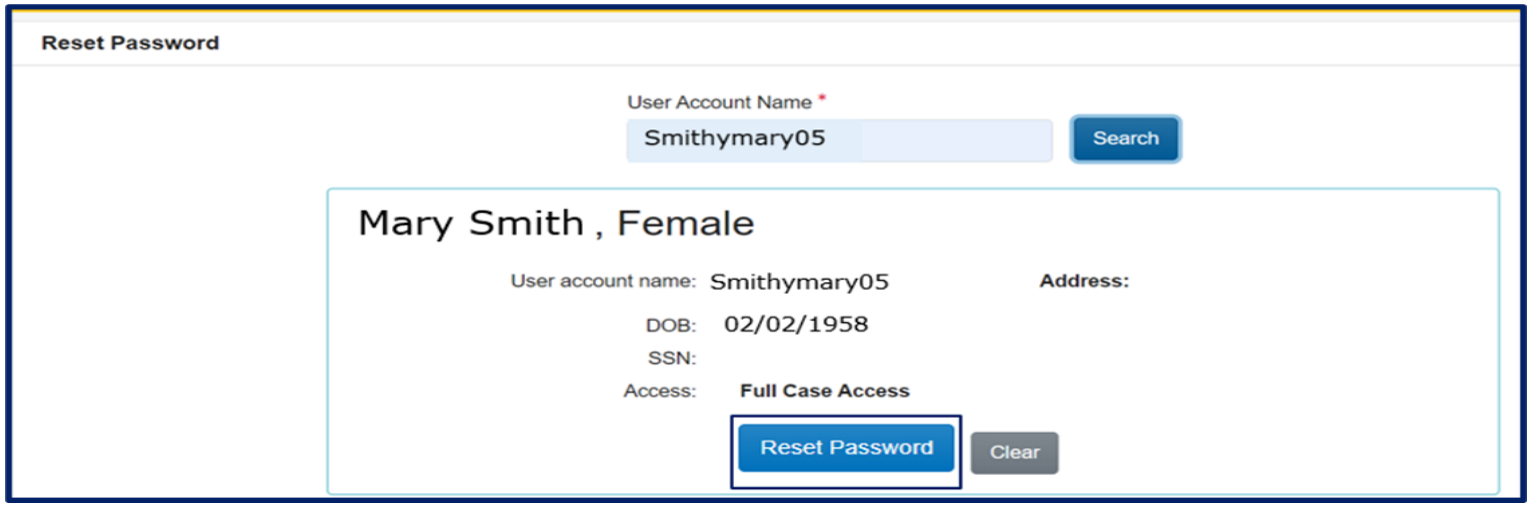
Enter the member's user account name.
Select the **Search** button.



CAAs must always verify the member's identity prior to changing a YourTexasBenefits.com password.

Reset Password

Verify that the displayed information belongs to the member being assisted prior to resetting a password.



The member's name and identifying information are displayed for the 'User Account Name' entered.

Select the **Reset Password** button.

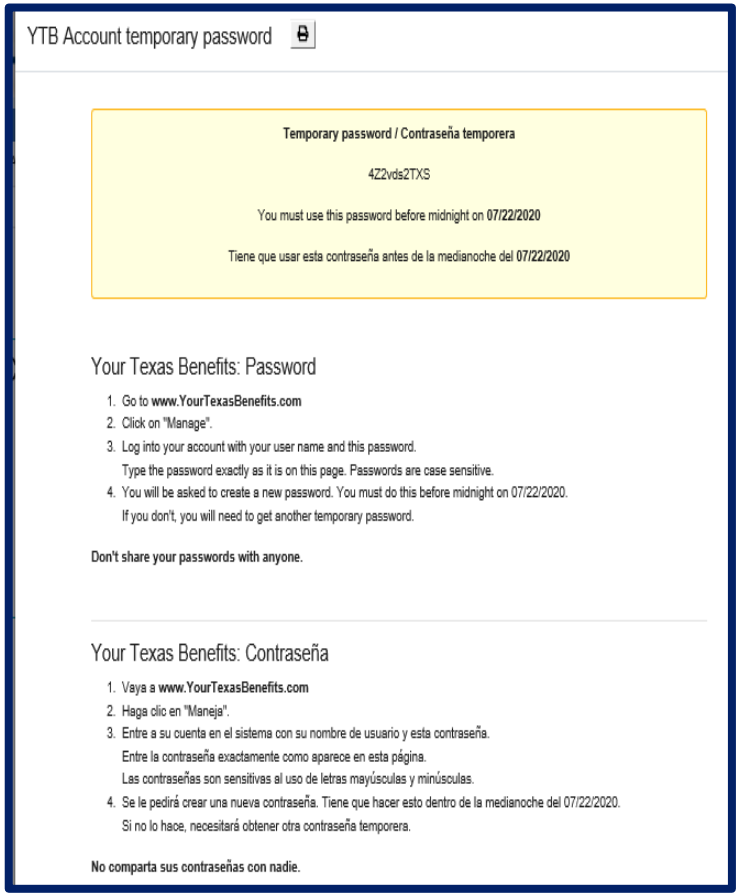
Members unable to verify personal identity information are required to go to YourTexasBenefits.com to reset a password.

Reset Password

A warning message will display. Select Yes to continue.

Once the CAA has selected **OK** to change the password, a temporary password screen with instructions will populate in a new window.

There is a "Print this page" link located in the upper left-hand corner of the new window.


YTB Account temporary password

Temporary password / Contraseña temporera

4Z2vds2TXS

You must use this password before midnight on **07/22/2020**

Tiene que usar esta contraseña antes de la medianoche del **07/22/2020**

Your Texas Benefits: Password

1. Go to **www.YourTexasBenefits.com**
2. Click on "Manage".
3. Log into your account with your user name and this password.
   Type the password exactly as it is on this page. Passwords are case sensitive.
4. You will be asked to create a new password. You must do this before midnight on 07/22/2020.
   If you don't, you will need to get another temporary password.

Don't share your passwords with anyone.

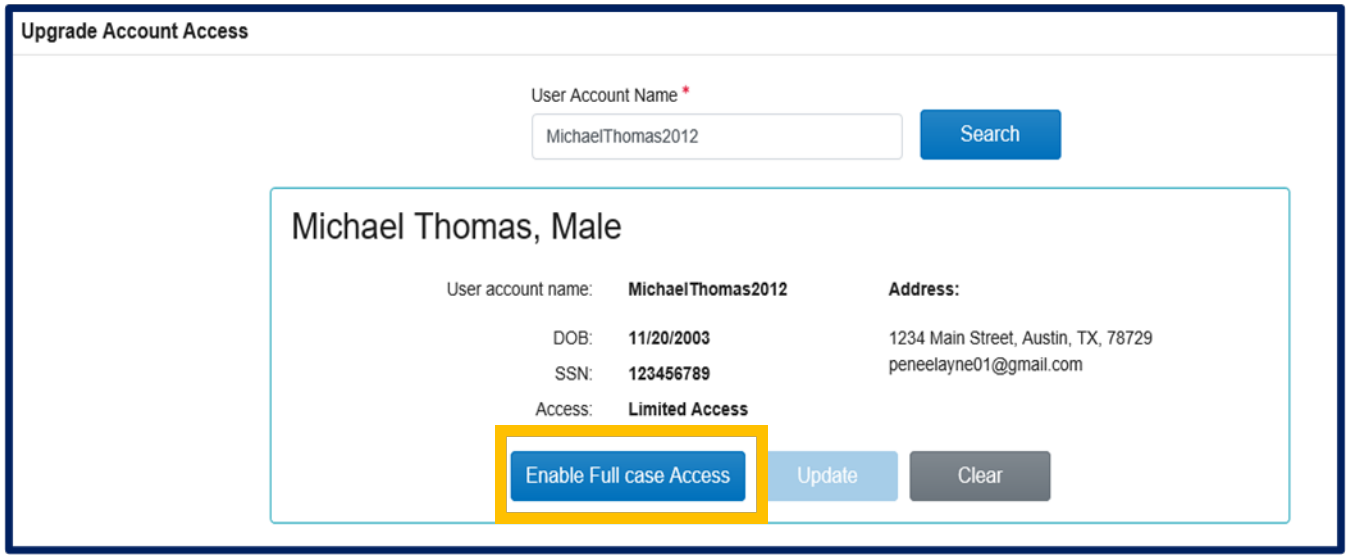
Your Texas Benefits: Contraseña

1. Vaya a **www.YourTexasBenefits.com**
2. Haga clic en "Maneja".
3. Entre a su cuenta en el sistema con su nombre de usuario y esta contraseña.
   Entre la contraseña exactamente como aparece en esta página.
   Las contraseñas son sensitivas al uso de letras mayúsculas y minúsculas.
4. Se le pedirá crear una nueva contraseña. Tiene que hacer esto dentro de la medianoche del 07/22/2020.
   Si no lo hace, necesitará obtener otra contraseña temporera.

No comparta sus contraseñas con nadie.

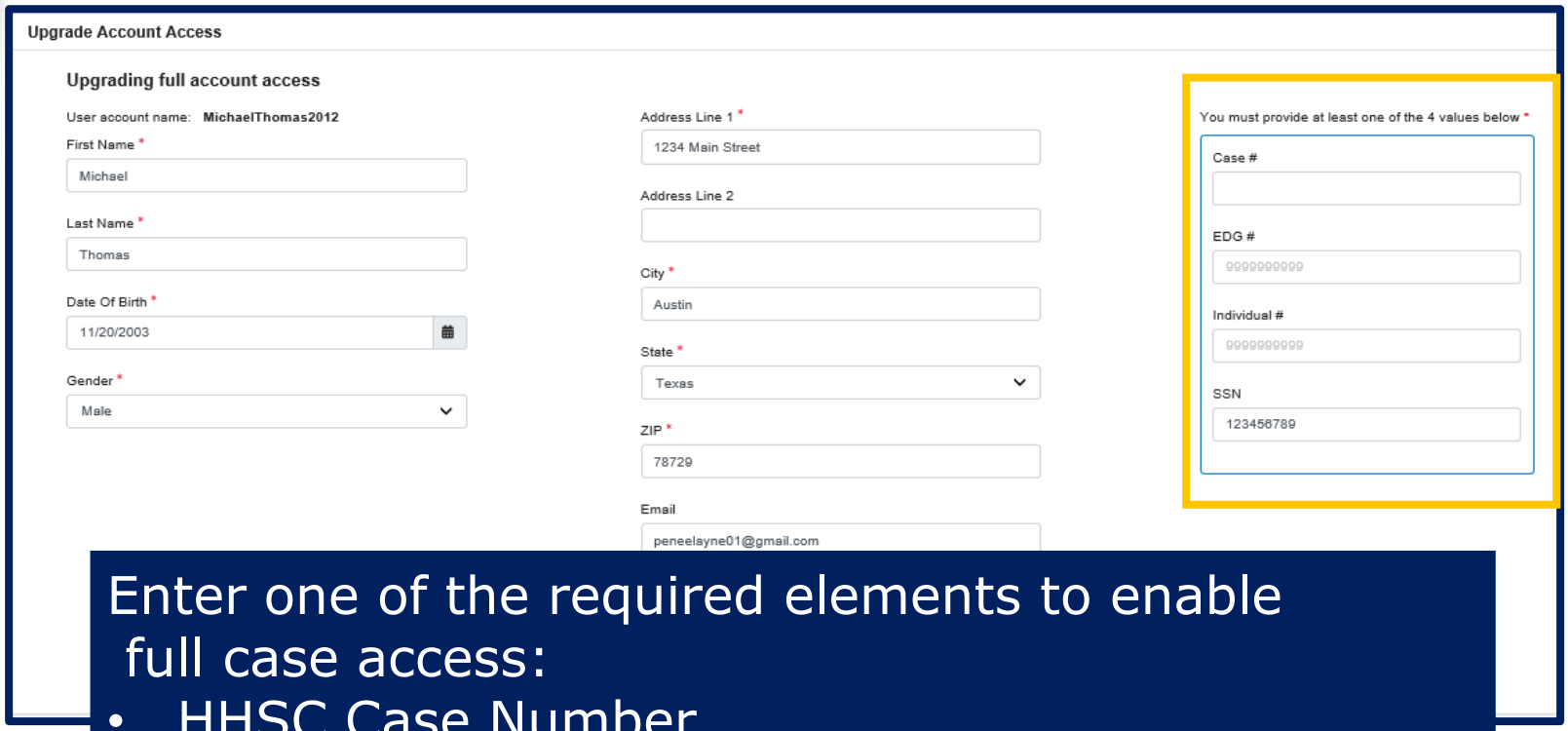
Upgrade Account Access

CAAs can change a member's YourTexasBenefits.com account access from limited to full case access.



Enter the user account name and select the "Enable Full case Access" button.

Upgrade Account Access



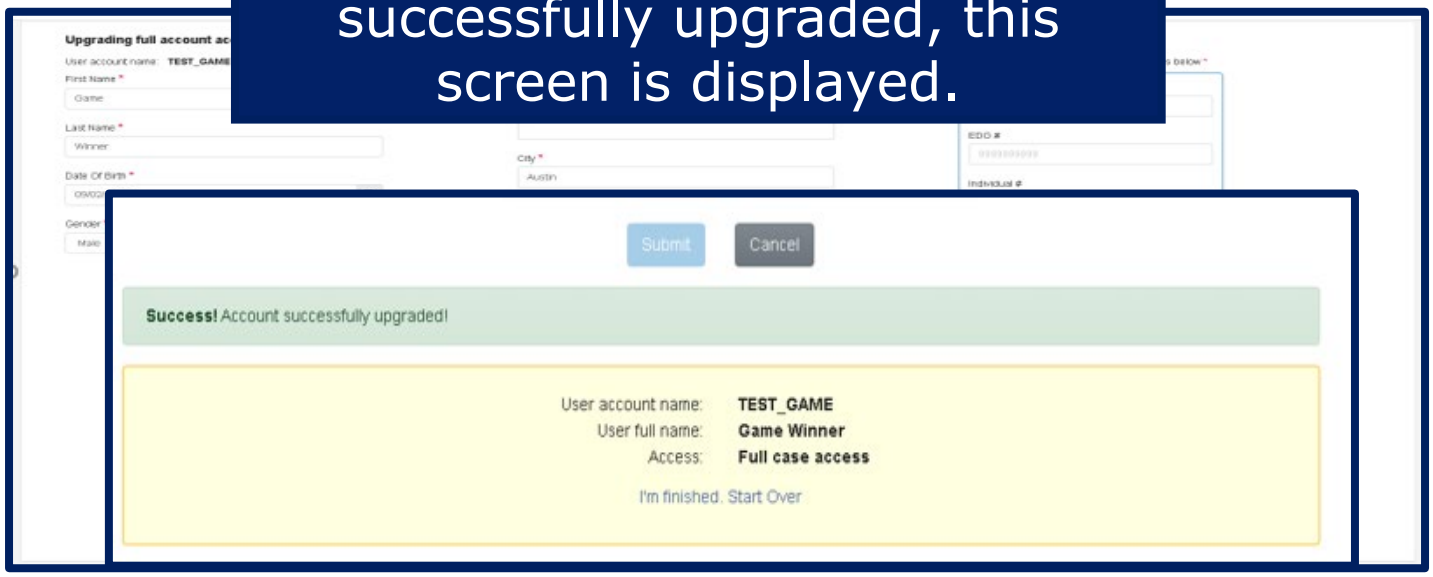
Enter one of the required elements to enable full case access:

- HHSC Case Number
- Eligibility Determination Group (EDG) Number
- Member Individual Number
- Member Social Security Number

Upgrade Account Access

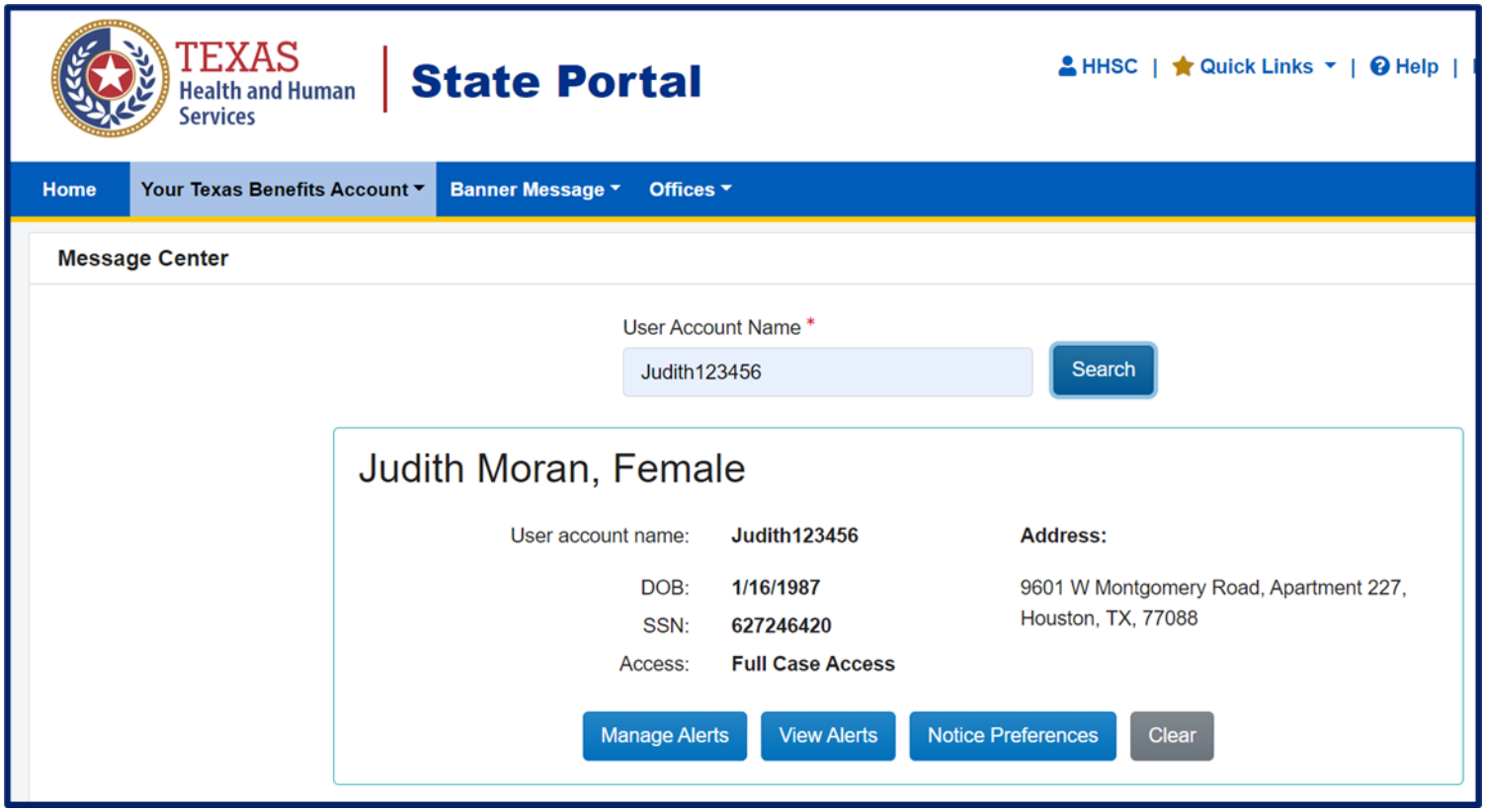
TEXAS Health and Human Services

Once the account has been successfully upgraded, this screen is displayed.



Note: Members must have a case number, EDG number or an individual number to be linked to an HHSC case.

Manage Messages

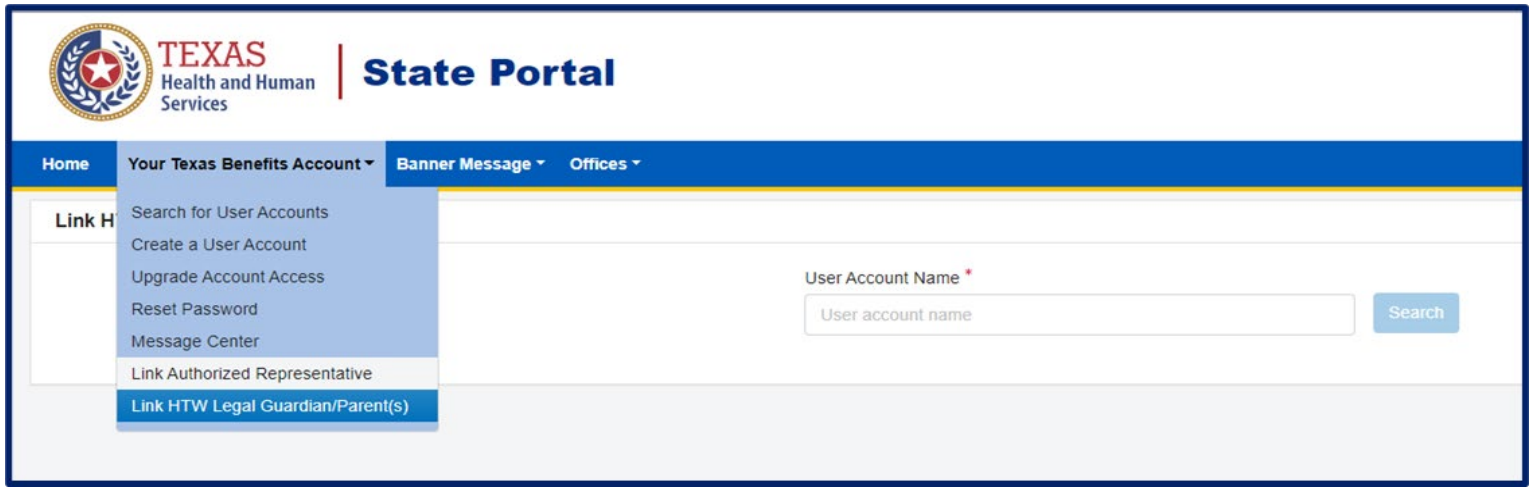


CAAs can assist members with setting up alerts and paperless options through the "Message Center".

Unused Pages

CAAs do not use these pages:

- "Link Authorized Representative" page; and
- "Link Healthy Texas Women Legal Guardian" page



- Link Authorized Representative page is for members who are acting as the Authorized Representative for another member on a specific case.
- Link HTW Legal Guardian should be done by the member in YourTexasBeneifts.com and not the CAA.

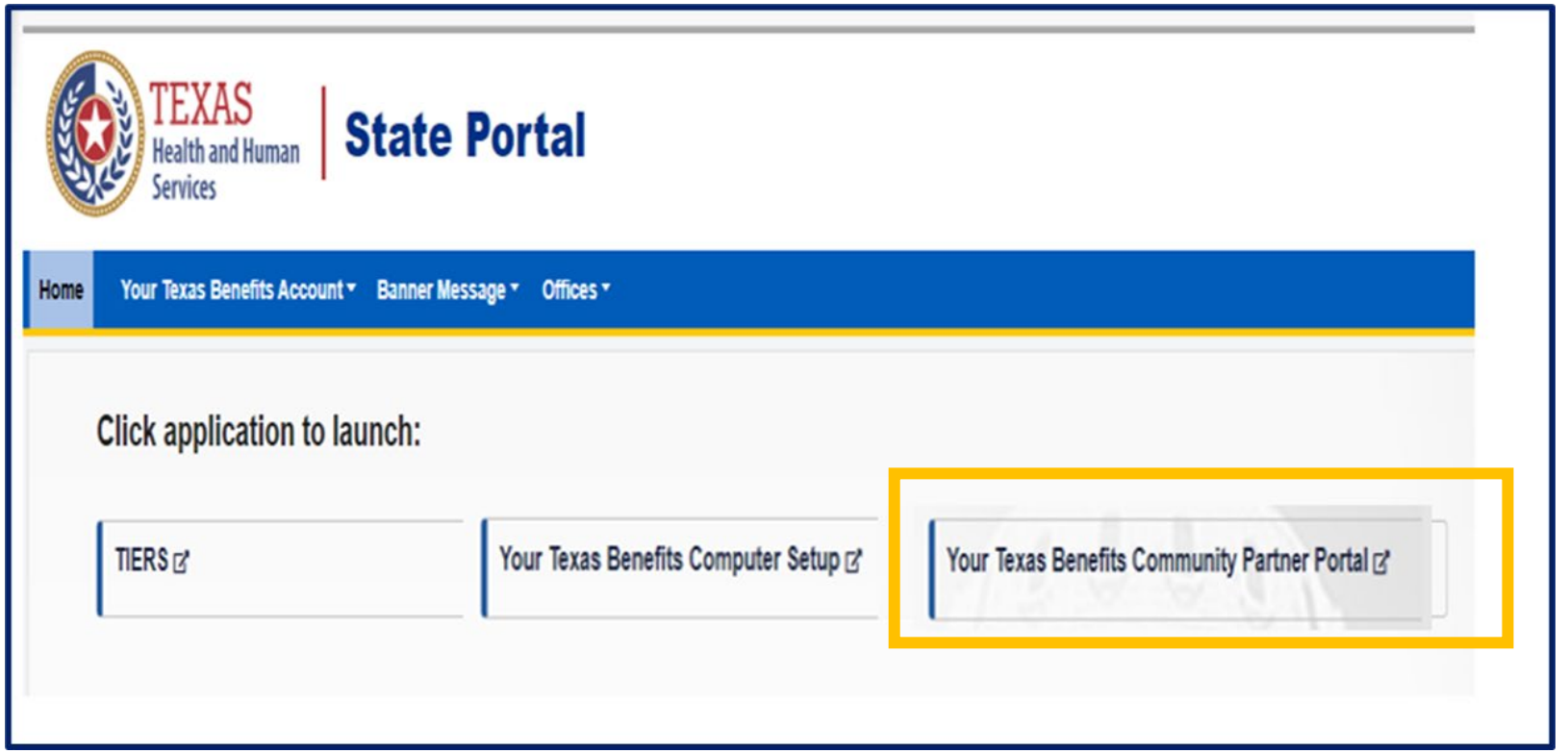
TEXAS
Health and Human Services

Community Partner Portal

YourTexasBenefits.com

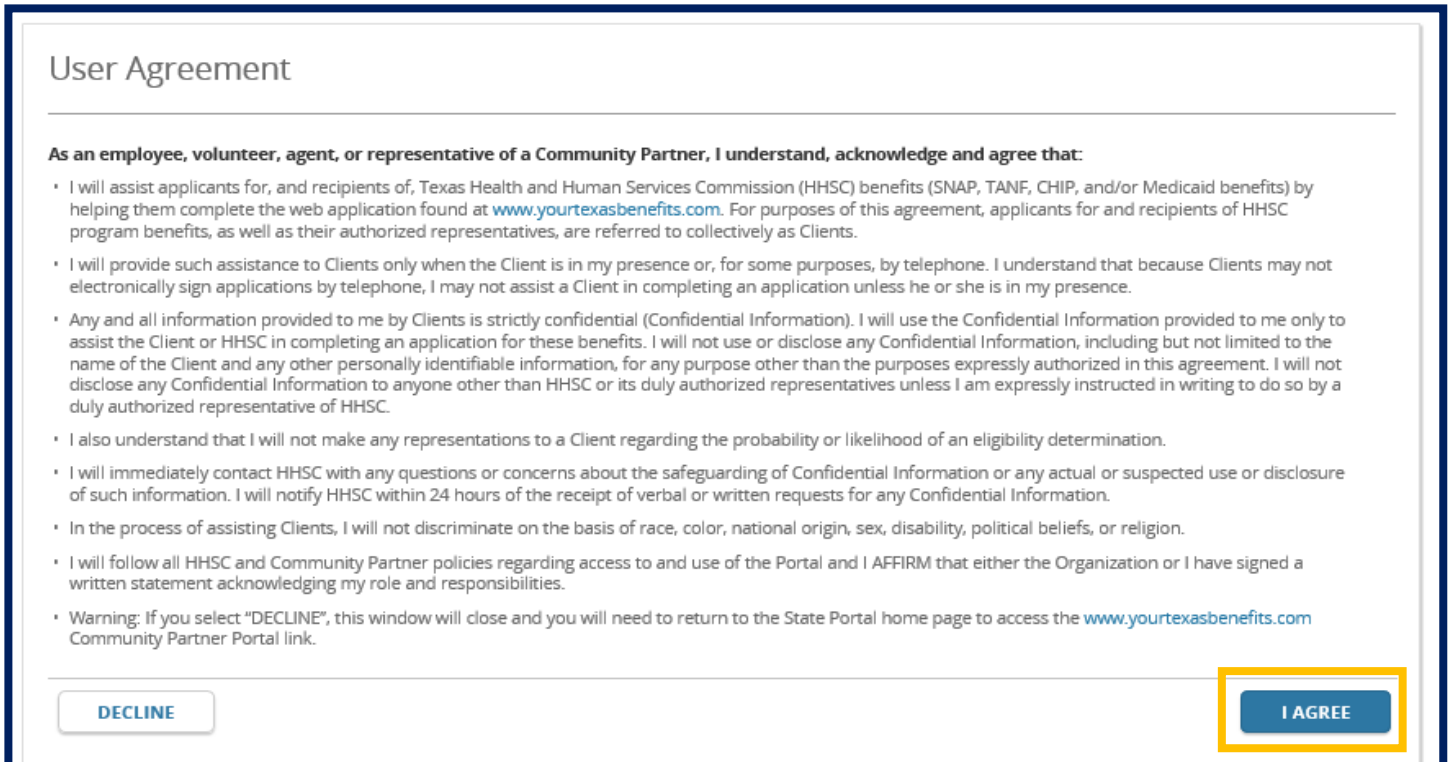
Your Texas Benefits Community Partner Portal

CAAs can access the YourTexasBenefits.com CPP Portal through the STP landing page.



CPP Portal User Agreement

TEXAS
Health and Human Services



User Agreement

As an employee, volunteer, agent, or representative of a Community Partner, I understand, acknowledge and agree that:

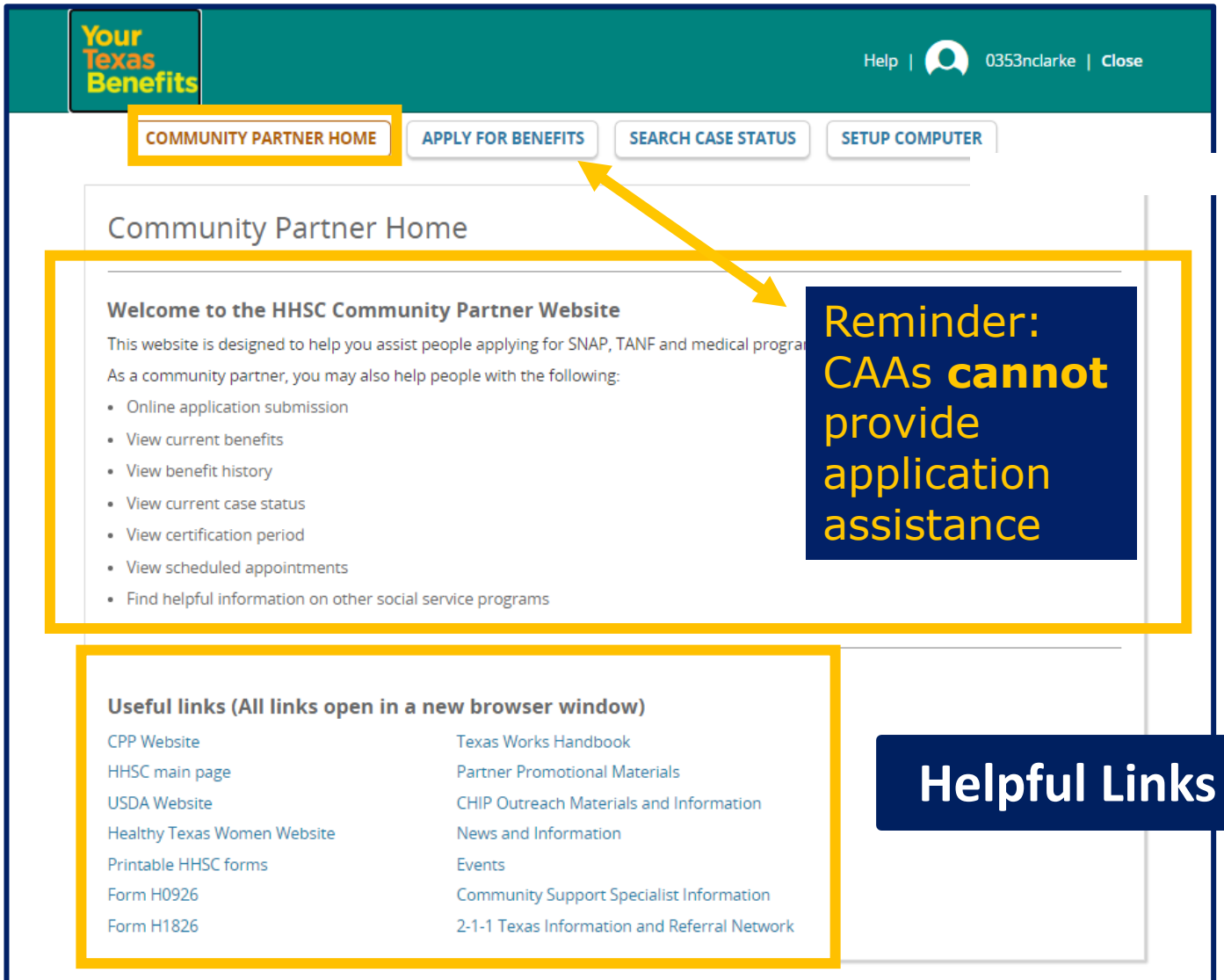
- I will assist applicants for, and recipients of, Texas Health and Human Services Commission (HHSC) benefits (SNAP, TANF, CHIP, and/or Medicaid benefits) by helping them complete the web application found at www.yourtexasbenefits.com. For purposes of this agreement, applicants for and recipients of HHSC program benefits, as well as their authorized representatives, are referred to collectively as Clients.
- I will provide such assistance to Clients only when the Client is in my presence or, for some purposes, by telephone. I understand that because Clients may not electronically sign applications by telephone, I may not assist a Client in completing an application unless he or she is in my presence.
- Any and all information provided to me by Clients is strictly confidential (Confidential Information). I will use the Confidential Information provided to me only to assist the Client or HHSC in completing an application for these benefits. I will not use or disclose any Confidential Information, including but not limited to the name of the Client and any other personally identifiable information, for any purpose other than the purposes expressly authorized in this agreement. I will not disclose any Confidential Information to anyone other than HHSC or its duly authorized representatives unless I am expressly instructed in writing to do so by a duly authorized representative of HHSC.
- I also understand that I will not make any representations to a Client regarding the probability or likelihood of an eligibility determination.
- I will immediately contact HHSC with any questions or concerns about the safeguarding of Confidential Information or any actual or suspected use or disclosure of such information. I will notify HHSC within 24 hours of the receipt of verbal or written requests for any Confidential Information.
- In the process of assisting Clients, I will not discriminate on the basis of race, color, national origin, sex, disability, political beliefs, or religion.
- I will follow all HHSC and Community Partner policies regarding access to and use of the Portal and I AFFIRM that either the Organization or I have signed a written statement acknowledging my role and responsibilities.
- Warning: If you select "DECLINE", this window will close and you will need to return to the State Portal home page to access the www.yourtexasbenefits.com Community Partner Portal link.

DECLINE

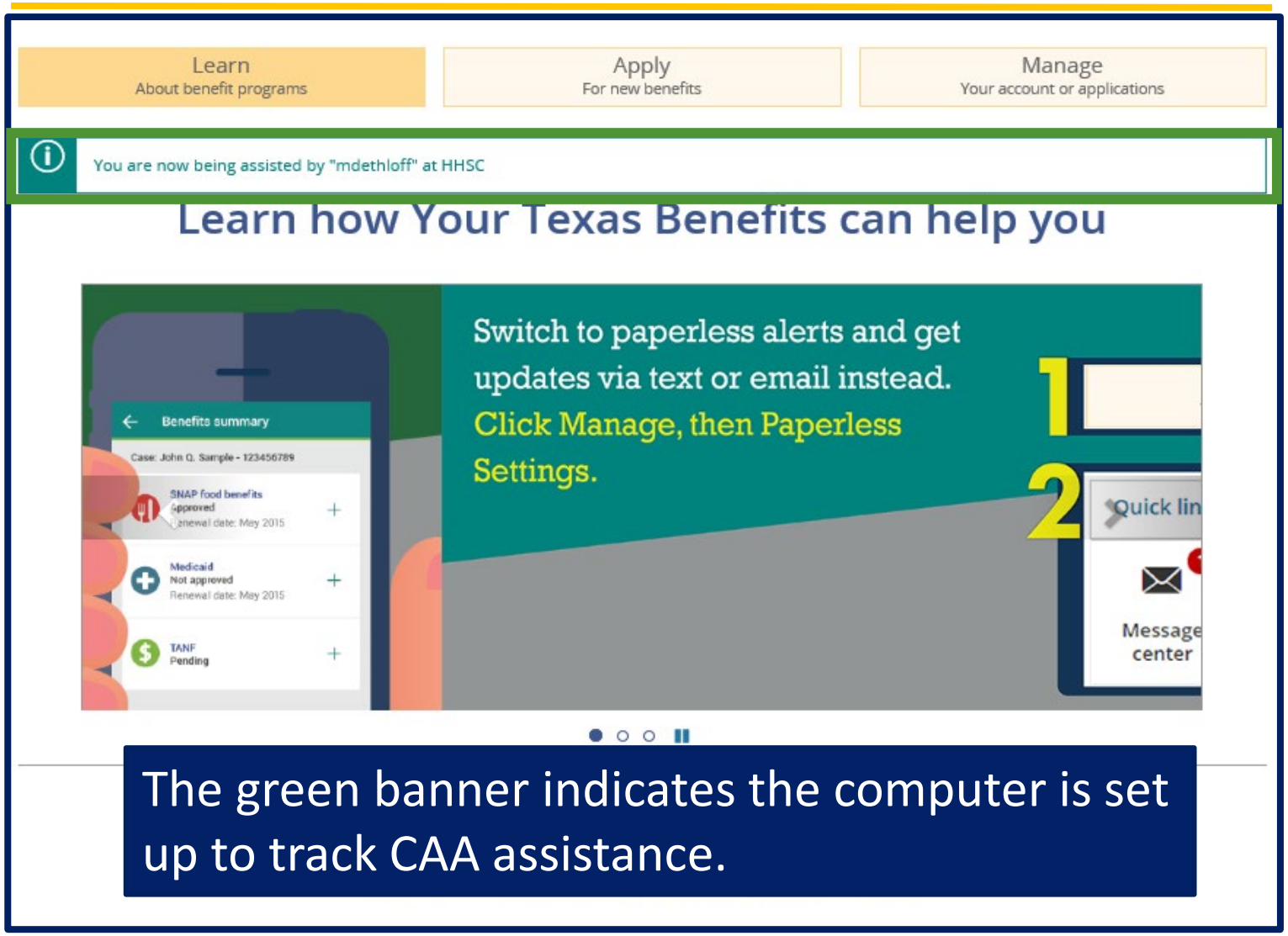
I AGREE

The CAA will be directed to the YourTexasBenefits.com "User Agreement" to read and accept the terms. Once completed the CAA will be directed to the Community Partner Portal Home page.

Your Texas Benefits CPP Portal Landing Page



Your Texas Benefits CPP Portal



The green banner indicates the computer is set up to track CAA assistance.

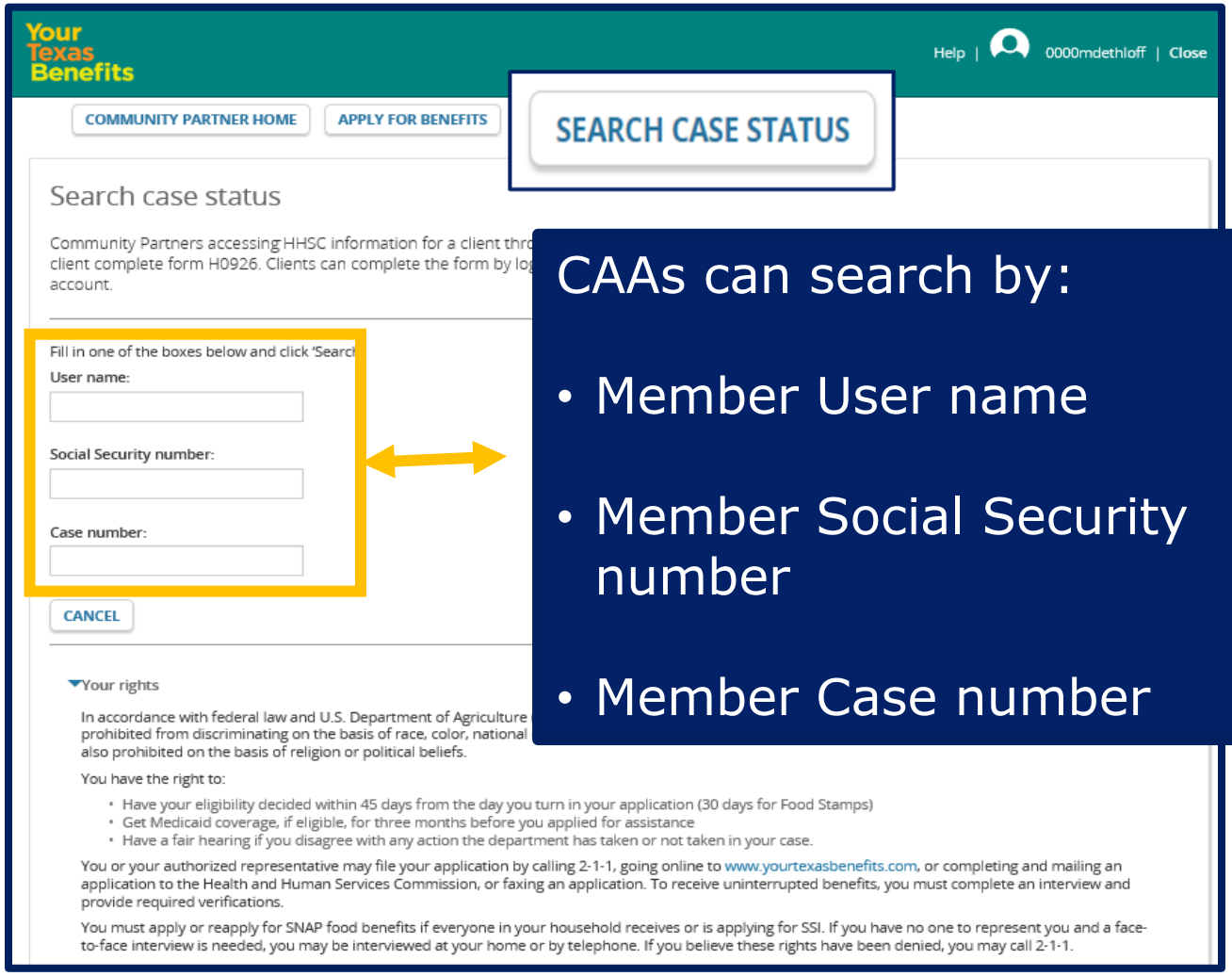
Search Case Status

Searching case status shows member case information such as:

- Case number
- Benefit program
- Members listed in the household
- Benefit amount or if the benefit is active
- Case status
- Period begin date
- Review date

Use the information under "Review date" to help members track renewal dates to avoid any coverage interruptions.

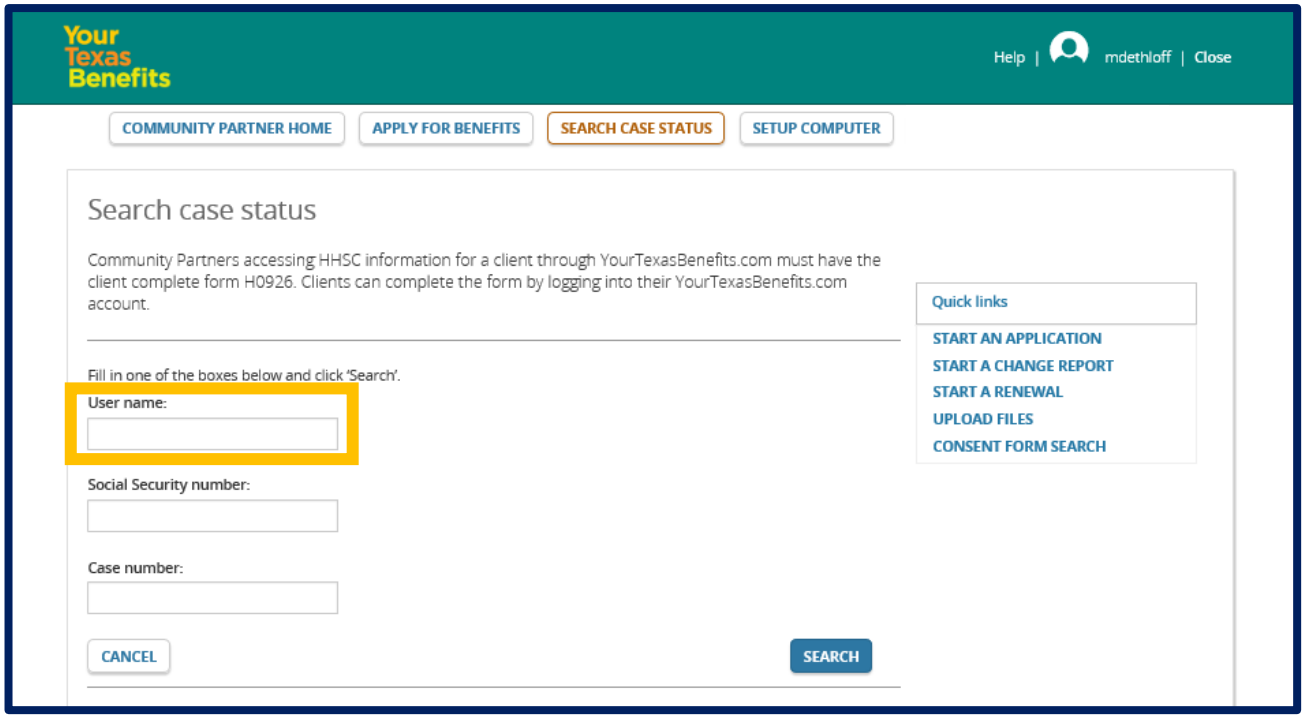
Search Case Status



CAAs can search by:

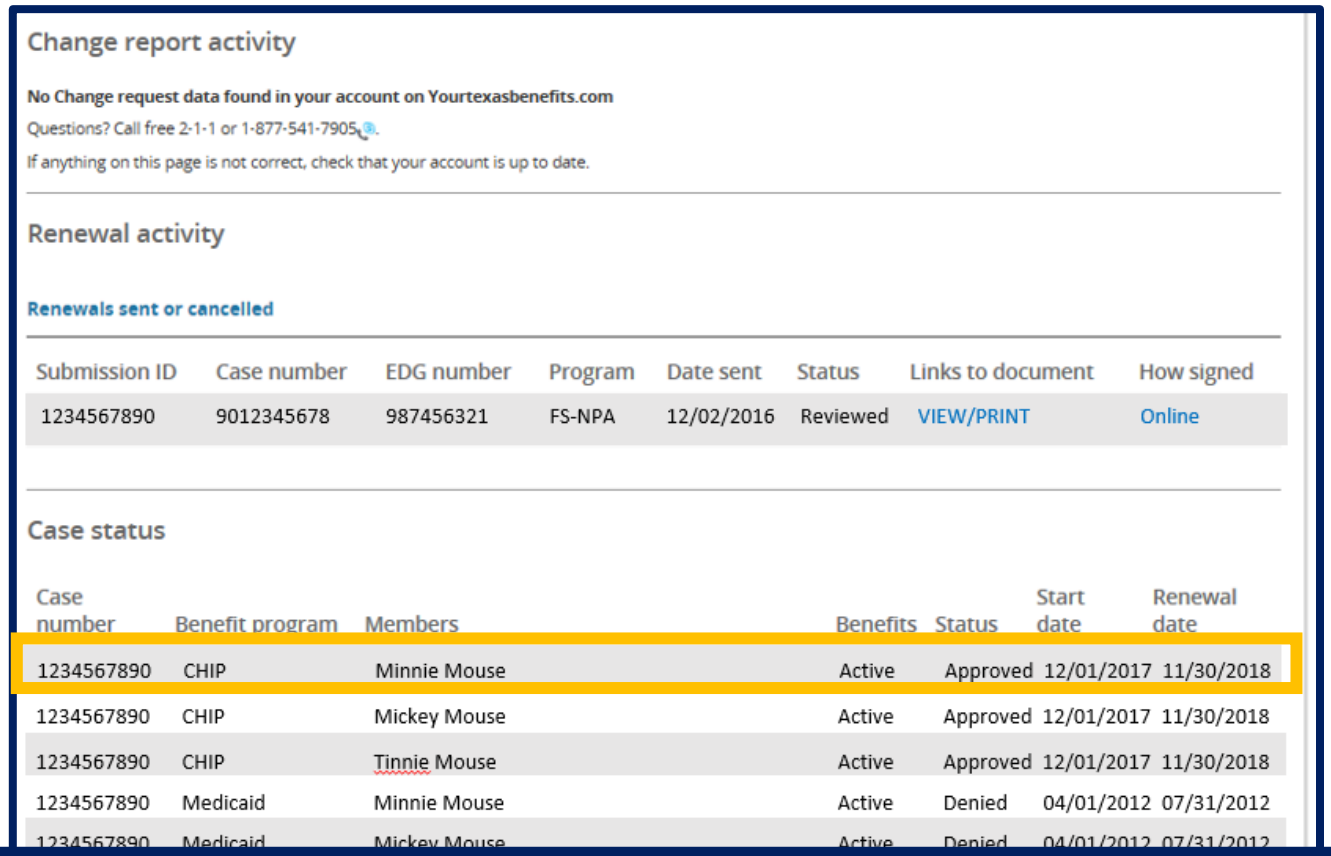
- Member User name
- Member Social Security number
- Member Case number

Search Case Status



A search by the "User name" will display any application, change or renewal activity tied to that member's account.

Search Case Status



Change report activity

No Change request data found in your account on Yourtexasbenefits.com

Questions? Call free 2-1-1 or 1-877-541-7905.

If anything on this page is not correct, check that your account is up to date.

Renewal activity

Renewals sent or cancelled

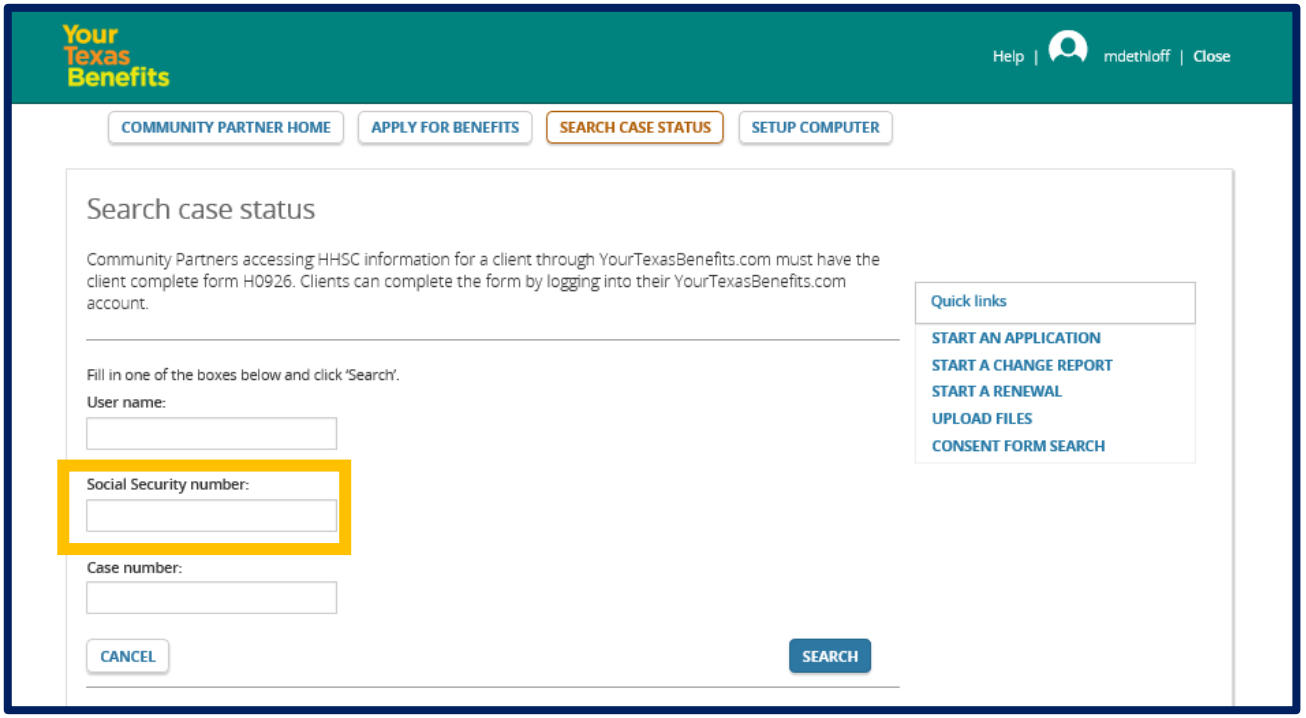
Submission ID	Case number	EDG number	Program	Date sent	Status	Links to document	How signed
1234567890	9012345678	987456321	FS-NPA	12/02/2016	Reviewed	VIEW/PRINT	Online

Case status

Case number	Benefit program	Members	Benefits	Status	Start date	Renewal date
1234567890	CHIP	Minnie Mouse	Active	Approved	12/01/2017	11/30/2018
1234567890	CHIP	Mickey Mouse	Active	Approved	12/01/2017	11/30/2018
1234567890	CHIP	Tinnie Mouse	Active	Approved	12/01/2017	11/30/2018
1234567890	Medicaid	Minnie Mouse	Active	Denied	04/01/2012	07/31/2012
1234567890	Medicaid	Mickey Mouse	Active	Denied	04/01/2012	07/31/2012

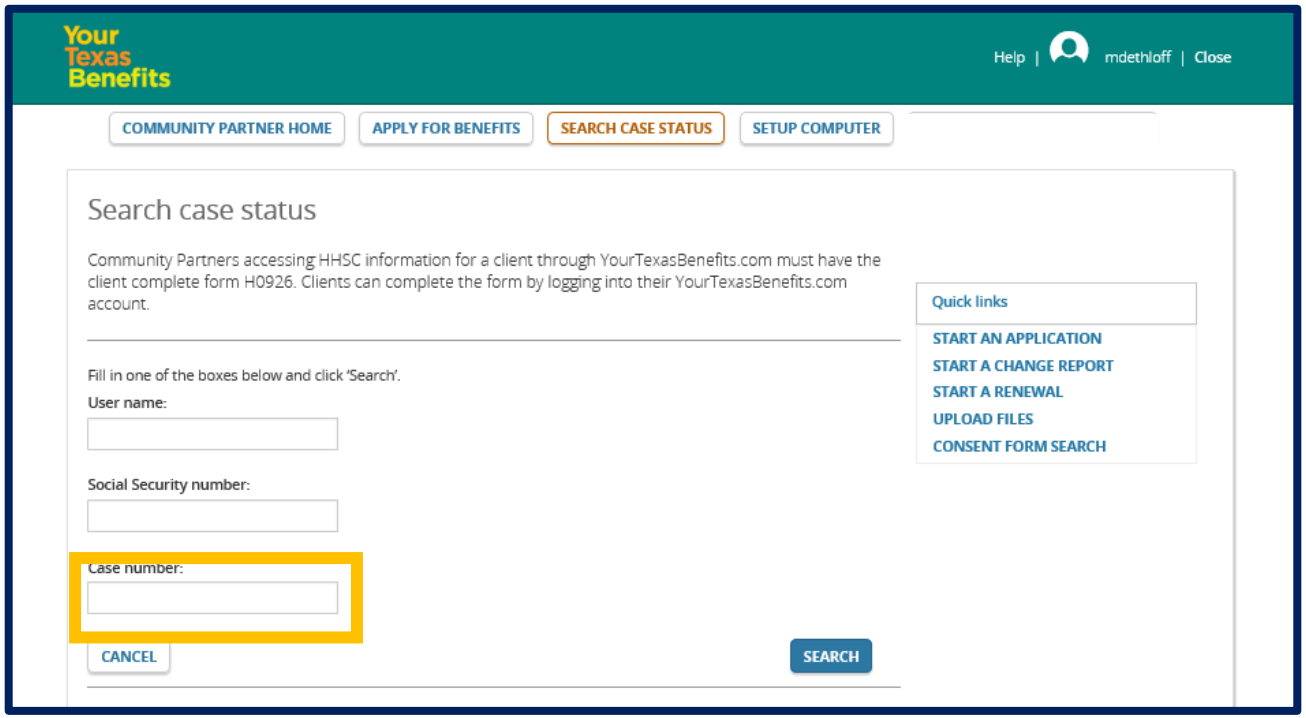
A search by the "**User name**" will display the case status for all cases associated with that username.

Search Case Status



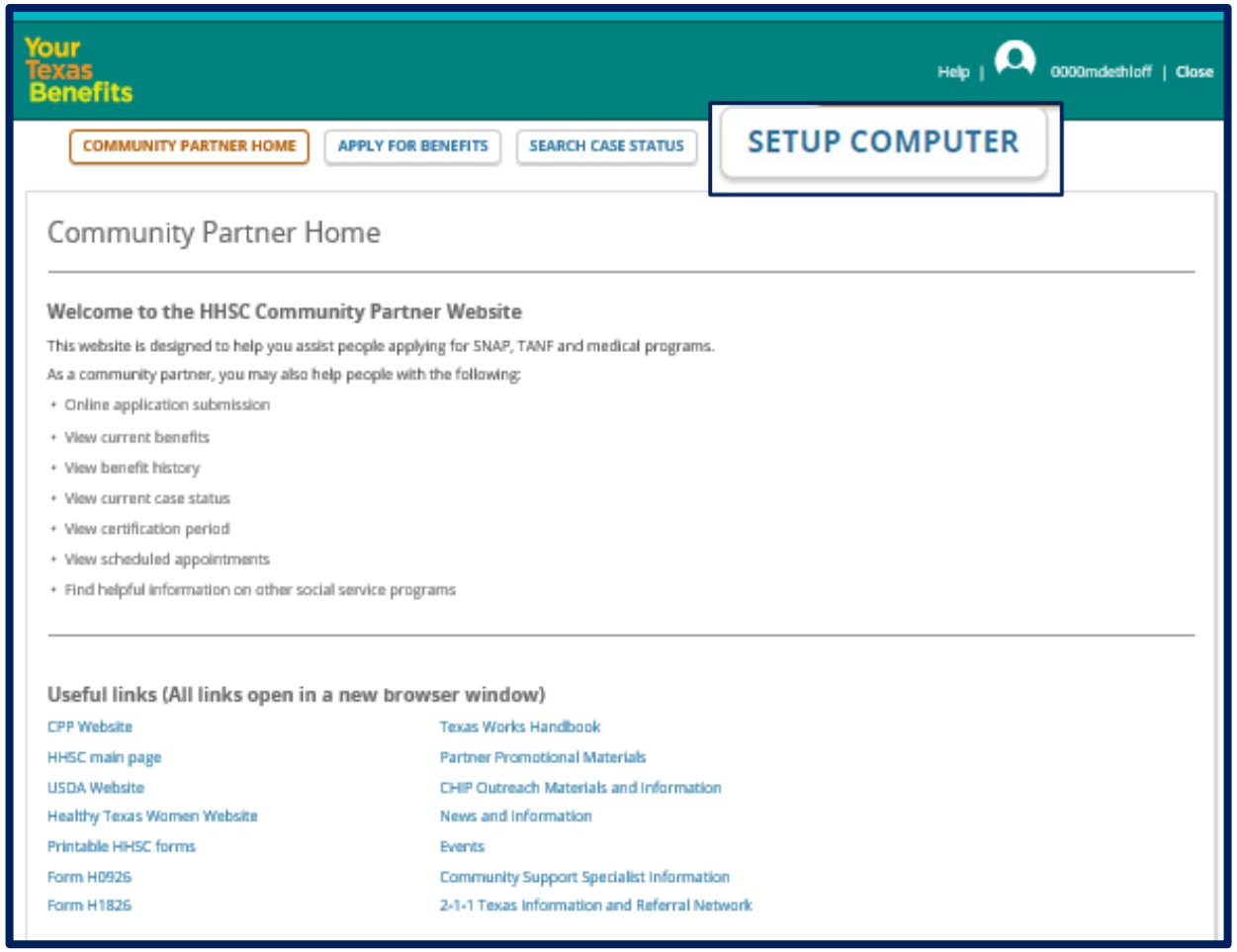
A search by the member's "Social Security Number" will display any application, change or renewal activities as well as case status tied to that member's SSN.

Search Case Status

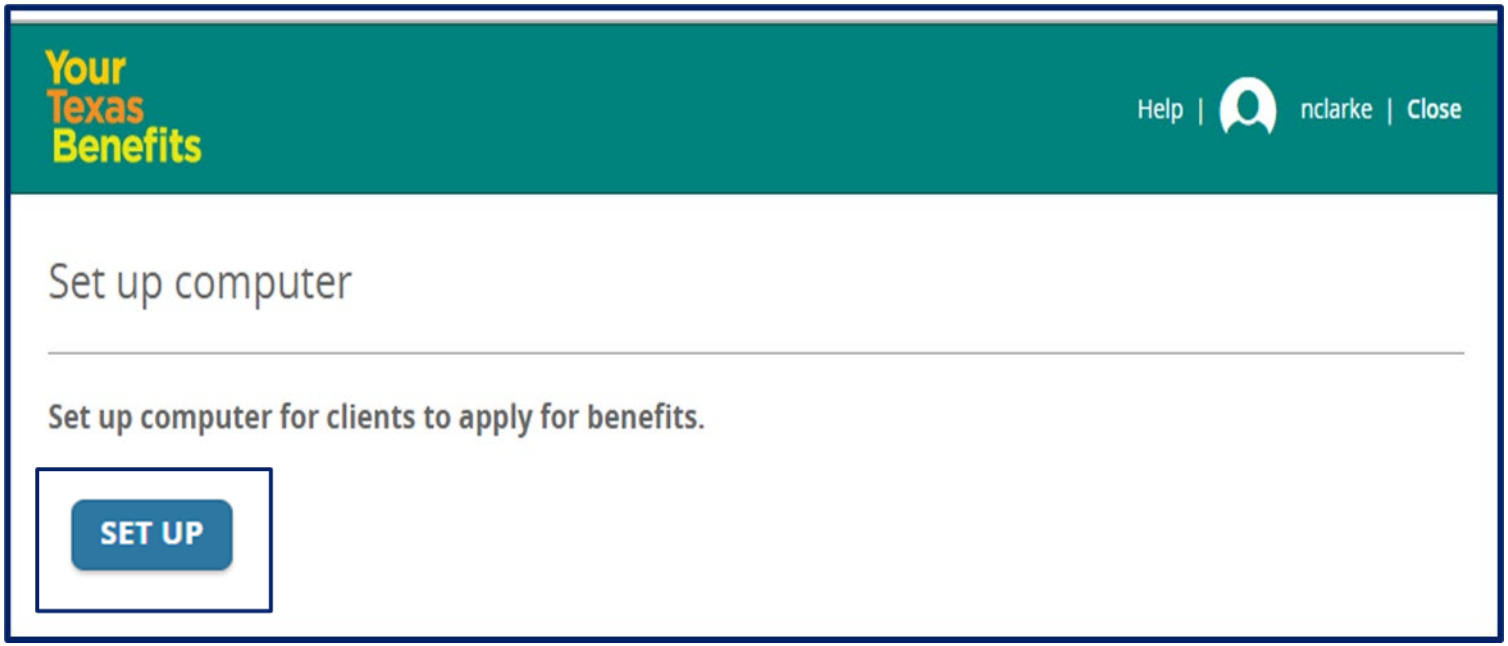


A search by the member's "Case number" will display any application, change and/or renewal activities, as well as any current case status tied to that case number.

Setup Computer



Setup Computer

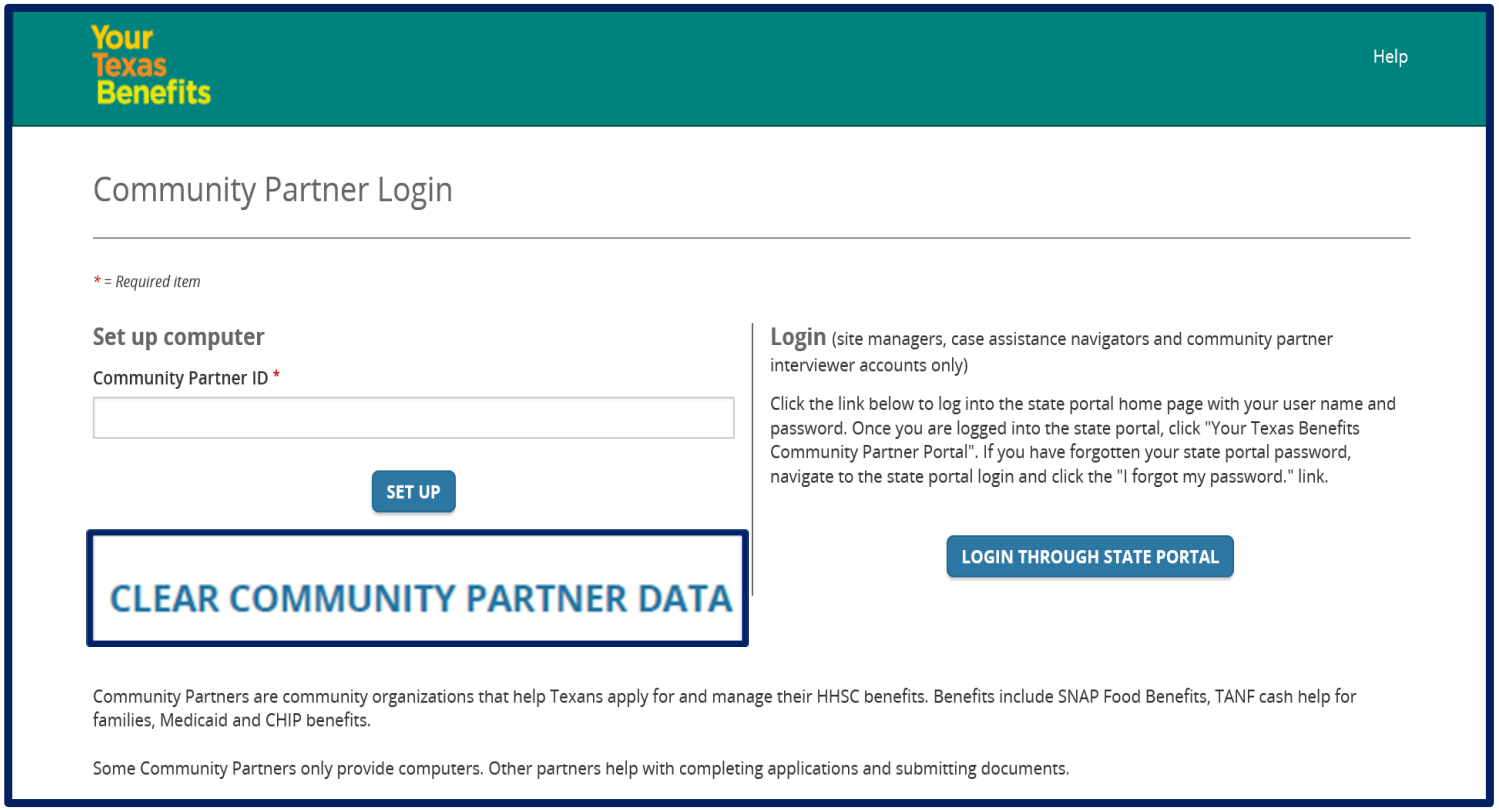


Selecting the "Set Up" button tracks assistance on YourTexasBenefits.com

This action logs the CAA out of the STP.

Clear Community Partner Data

"Clear Community Partner Data" removes the Cookie (tracking) from the browser.

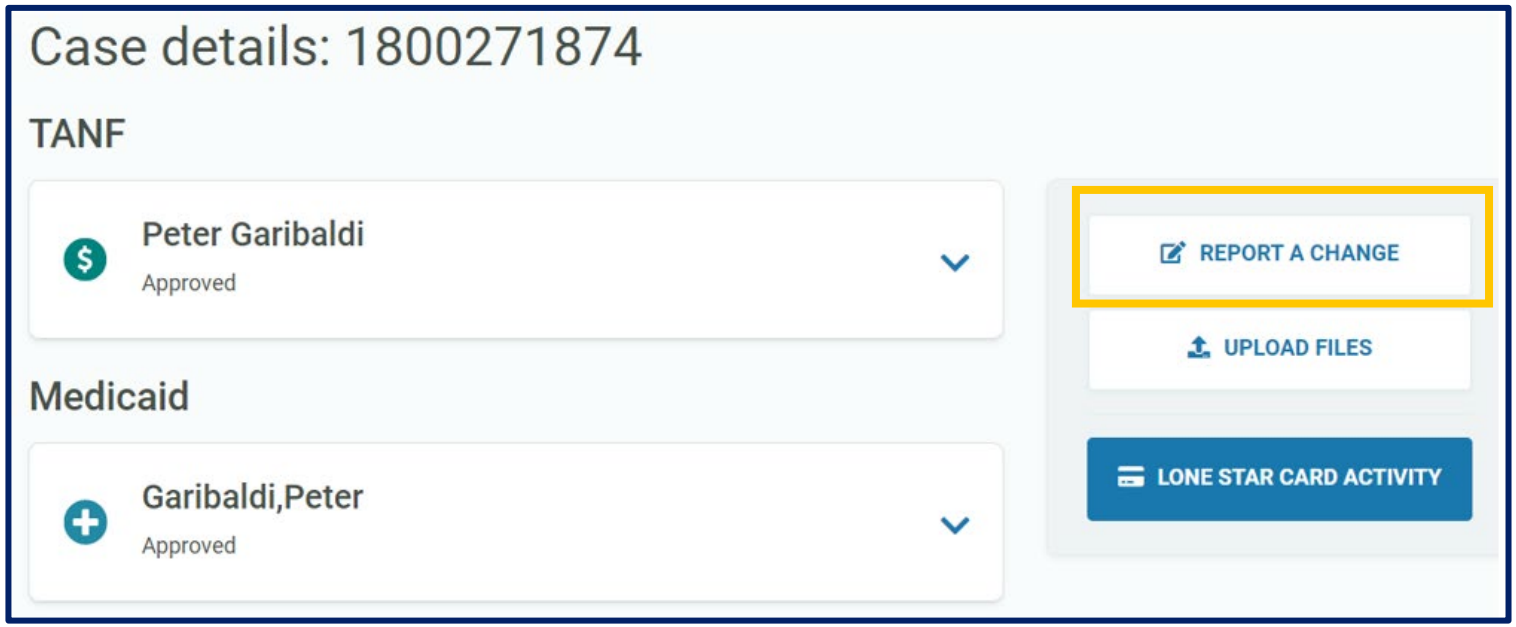


TEXAS
Health and Human Services

Report a Change

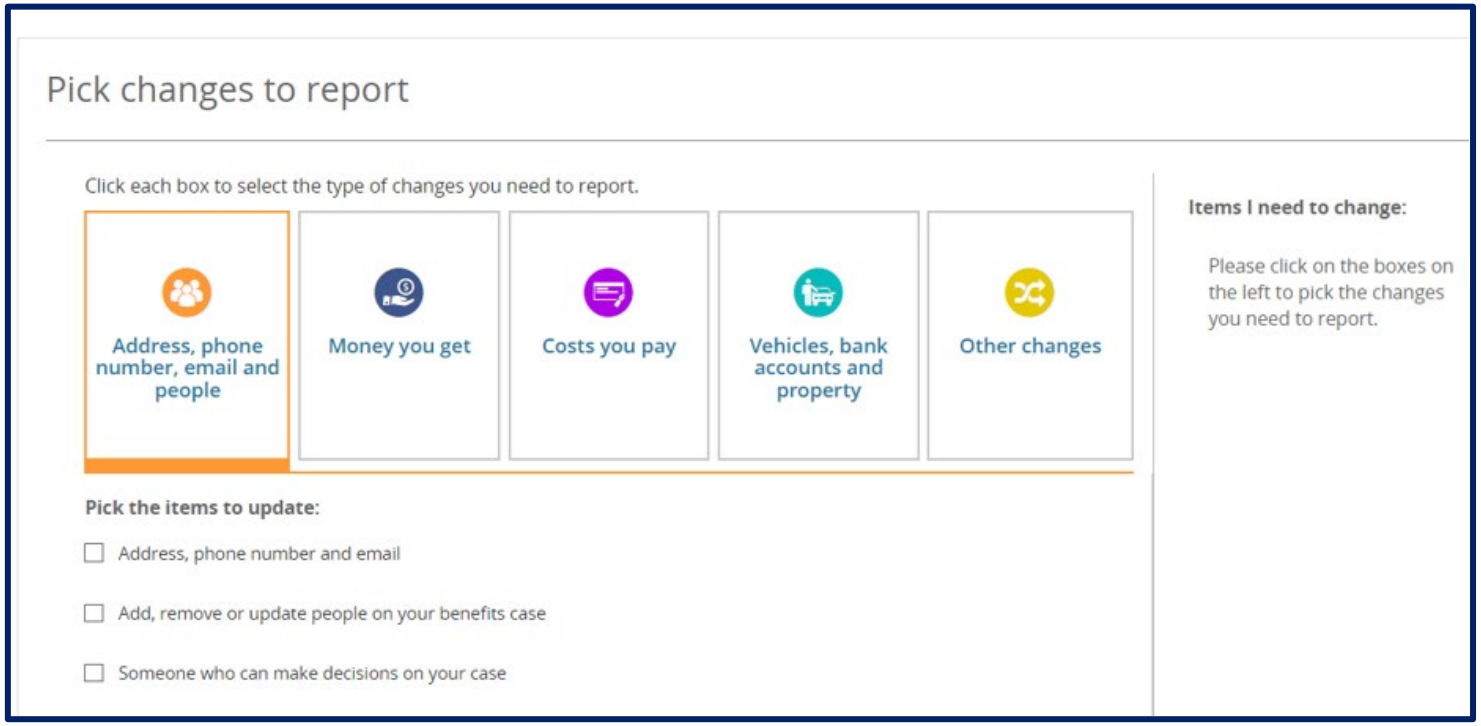
CAAs can assist members in person with reporting a change to their benefits case using YourTexasBenefits.com.

- After logging in, a member will select their case number to report a change.
- Members must have a valid consent form on file before a CAA can assist with reporting a change.



Report a Change

Members can report address and household composition changes, as well as changes to income or resources like vehicles and bank accounts.

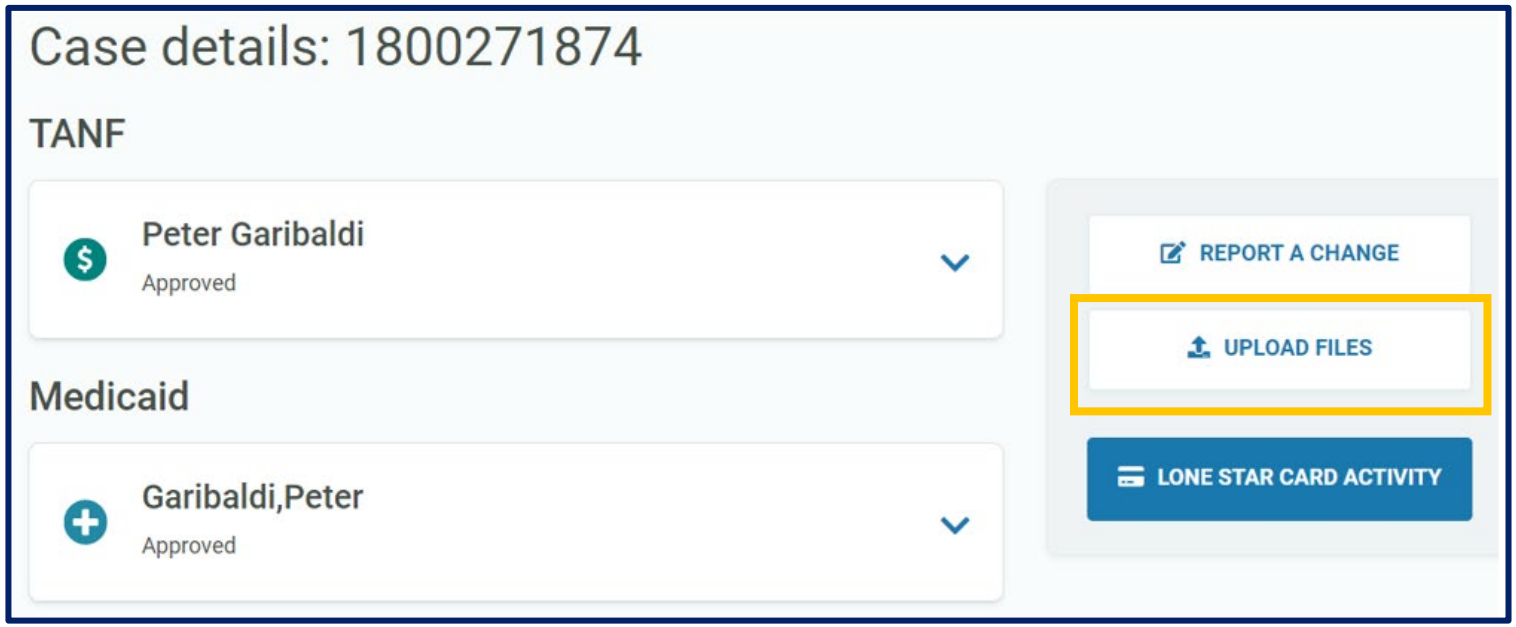


TEXAS
Health and Human Services

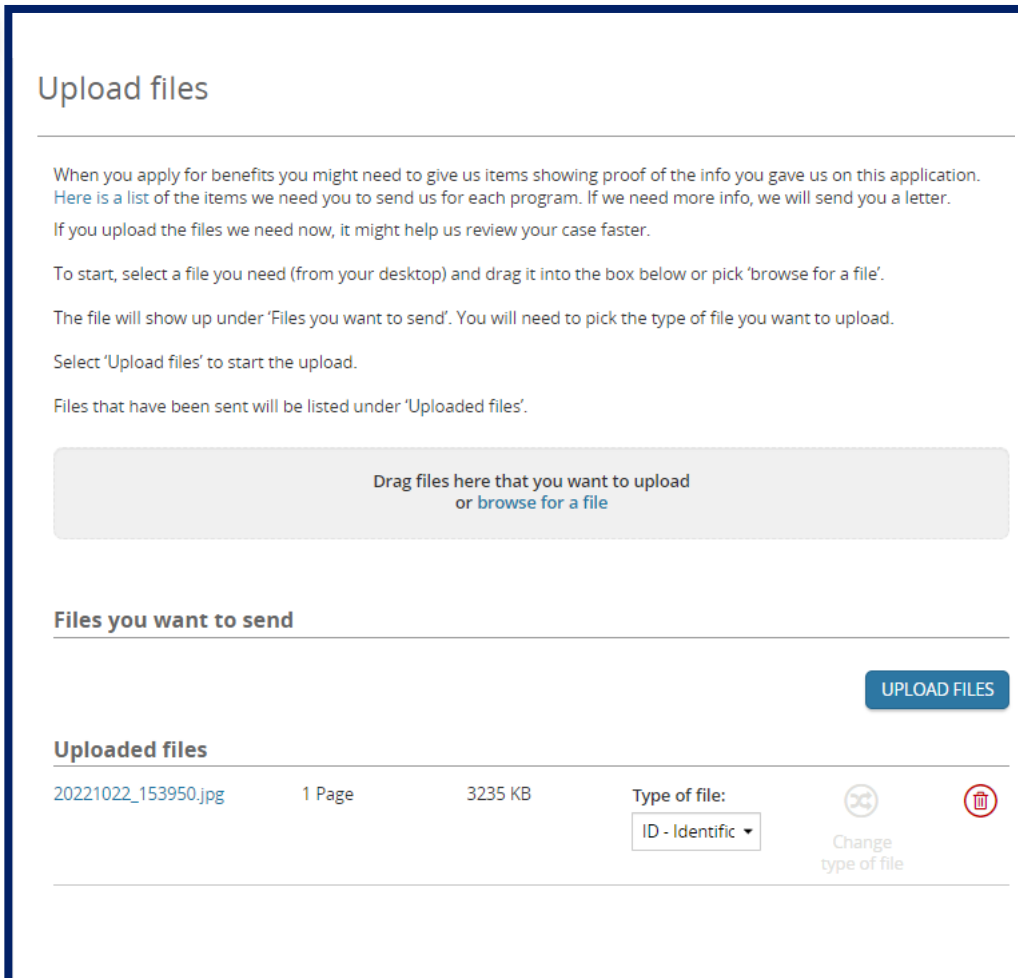
Uploading Documents

CAAs can assist members in person with uploading documents needed to verify case information such as:

- Paystubs, birth certificates, immigration documents, domicile verification, and tax status declaration.
- Members must have a valid consent form on file before a CAA can assist with uploading documents.



Uploading Documents



Helpful info about uploading files

Files you upload must be:

- 6 MB or smaller
- PDF, JPG, TIFF, or GIF format

You can send up to 10 files at a time as long as they don't add up to more than 30MB.

If you aren't ready to upload files now you can always upload files later by:

- Logging into your account, clicking 'Manage' at the top of page, selecting the case you want and clicking 'Upload Files'
- Using the Your Texas Benefits Mobile app

TEXAS
Health and Human Services

H0926: Consent Form "Sharing Facts About Me and My Case"

H0926 Consent Form

TEXAS Health and Human Services

CAAs providing benefit assistance to members are required to obtain consent from everyone that is assisted.

The Community Partner Program (CPP) utilizes a fully automated consolidated member consent form H0926 “Sharing Facts about Me and My Case with a Community Partner.”

The CPP form H0926 serves as acknowledgement by the member that they are willingly sharing information with a CAA and allows for the release of case information through YourTexasBenefits.com and through HHSC representatives including 2-1-1 Option 2.

H0926 Consent Form

When working with a CAA, members will be prompted to indicate the level of information they wish to share with the CAA assisting them.

Members can choose to share:

- only the information necessary to manage their HHSC benefits. (***This option does not allow the CAA to receive member information from YourTexasBenefits.com or HHSC***).
- their limited case information through YourTexasBenefits.com.
- unlimited case information with the CAA through HHSC (2-1-1, Option 2); or
- only the specific information they have indicated on the consent form through HHSC (2-1-1, Option 2).

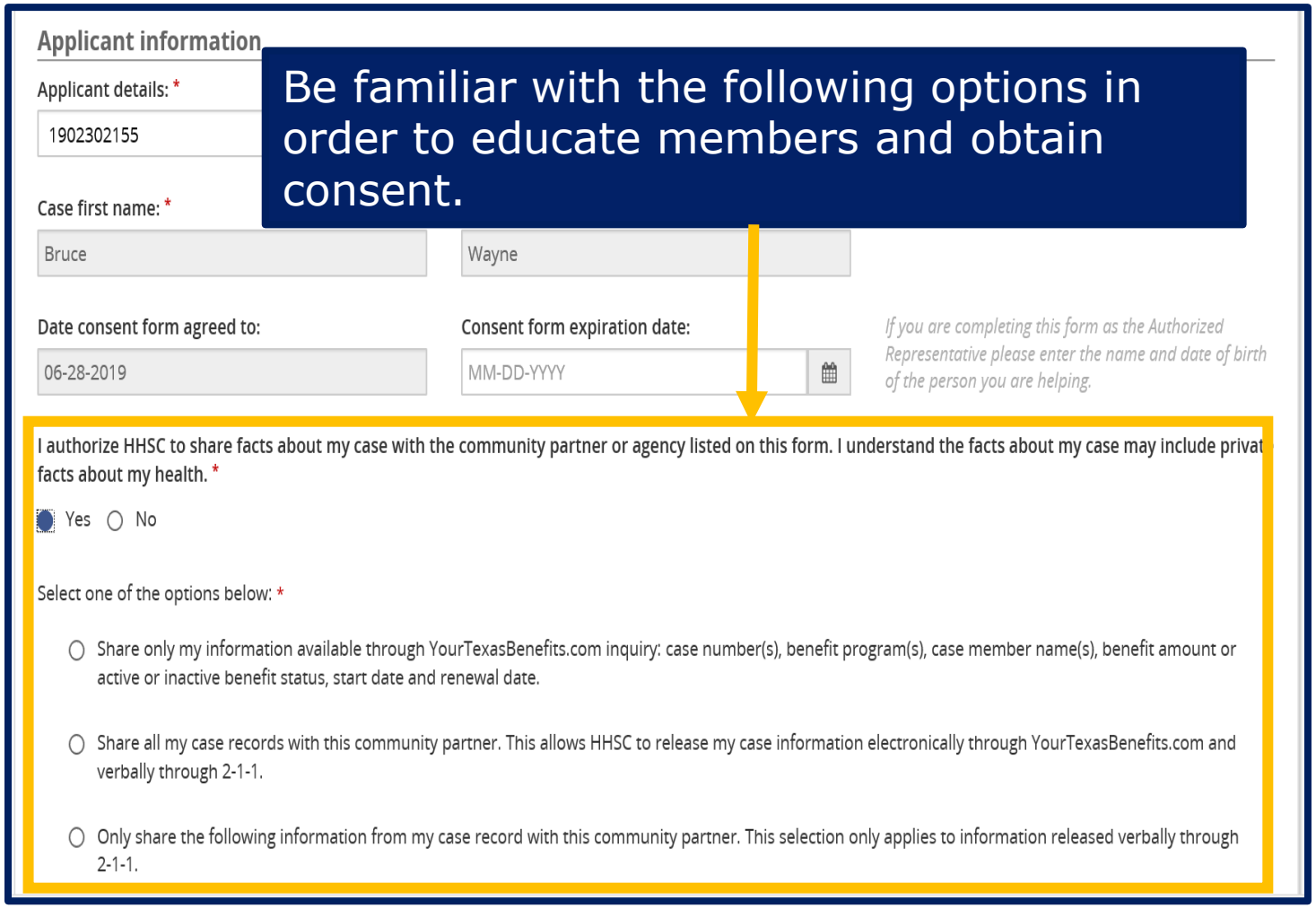
Members will be prompted to complete a consent form as soon as they log into their account while working with a CAA.

(This form is only valid when received electronically through YourTexasBenefits.com)

H0926 Consent Form

- CAAs must be logged into YourTexasBenefits.com or have the computer set up to track assistance to access the H0926.
- CAAs must have the member complete the H0926 consent form prior to providing benefit management.
- Members must indicate the amount of information they are willing to share.
- Consent is only valid for up to one year from the date it is signed and submitted.
- Members can choose an earlier expiration date.
- If no expiration date is entered, the date defaults to one year.
- The member must indicate consent by signing with their YourTexasBenefits.com password.
- The consent form is electronically stored by HHSC.
- Consent can be withdrawn at any time.

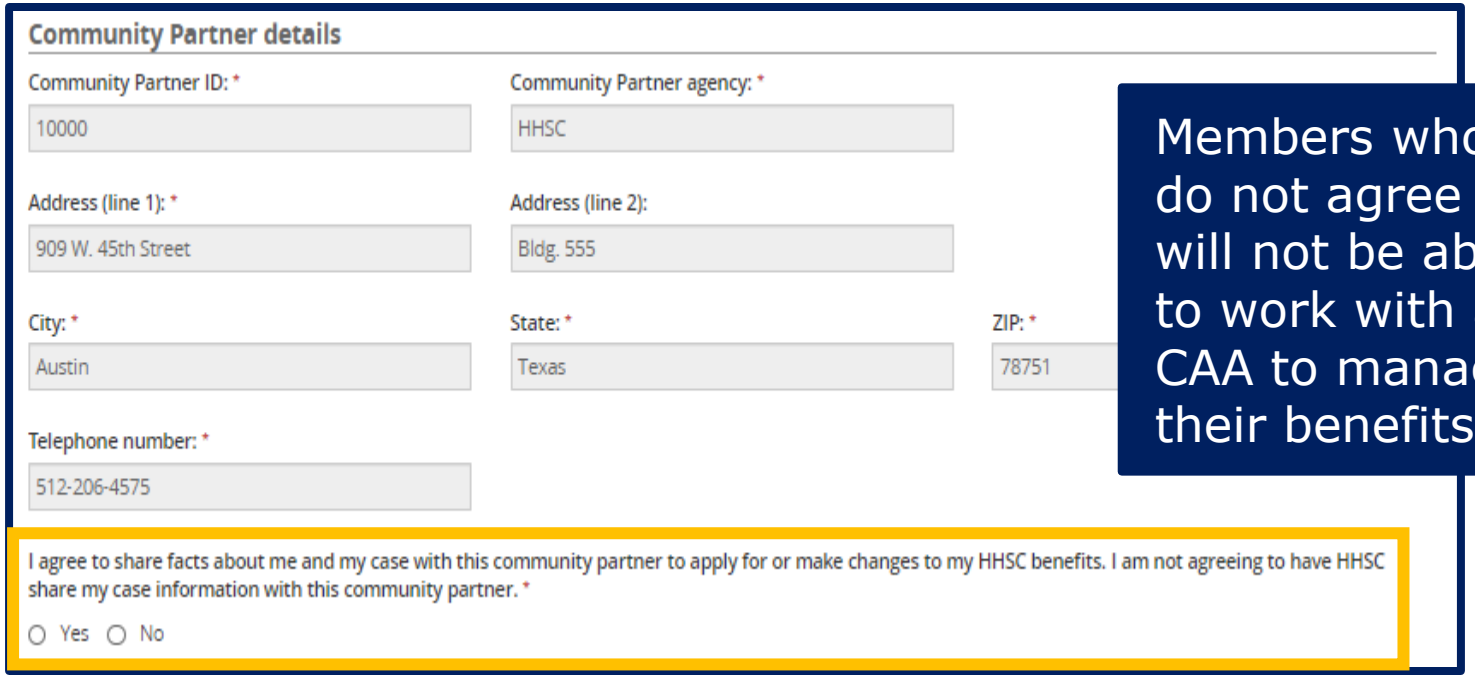
H0926 Consent Form



Be familiar with the following options in order to educate members and obtain consent.

Providing Consent

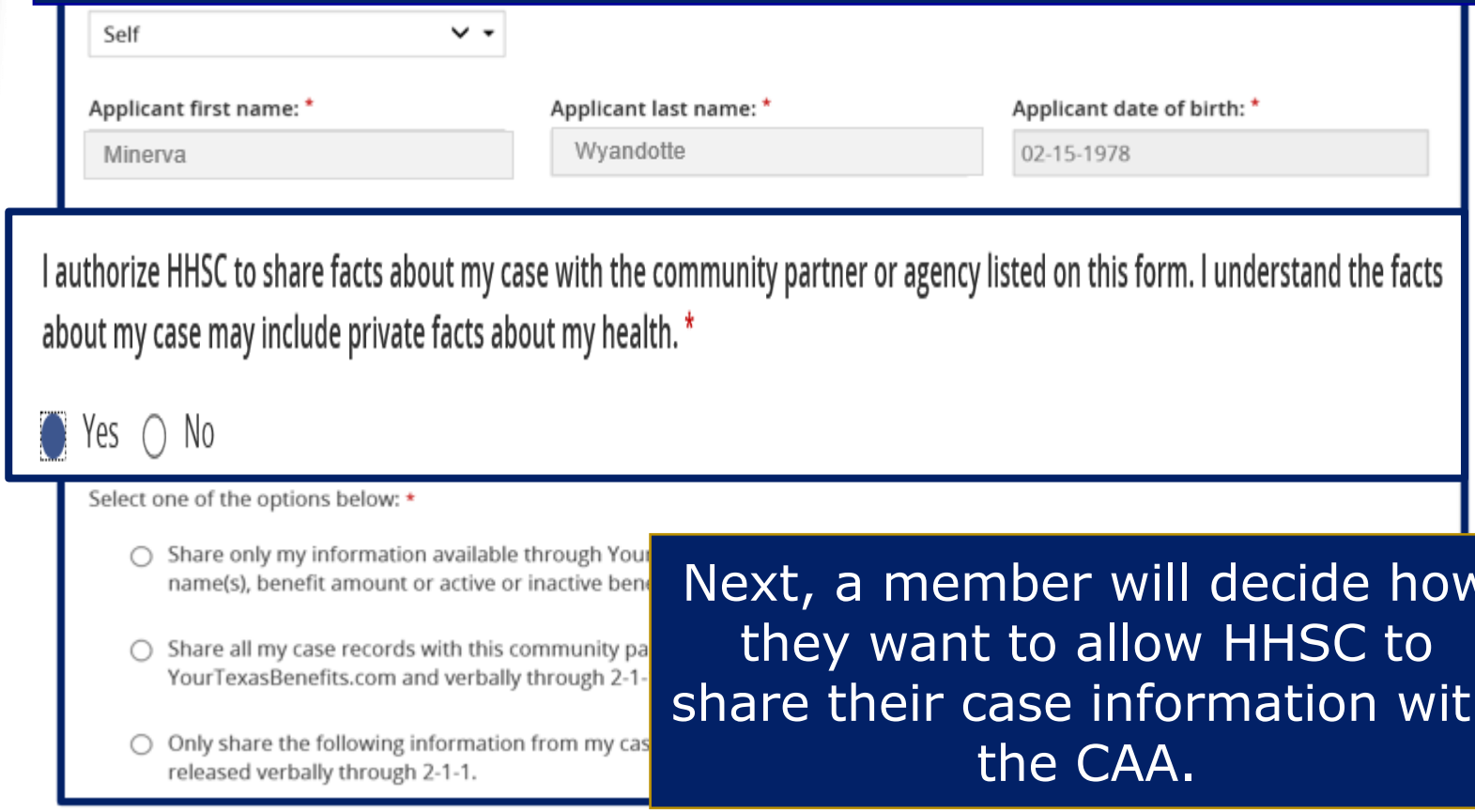
All members working with a CAA must answer "Yes" to the initial consent question. This question acknowledges the member is aware they are sharing their personal information with a CAA to manage their benefits online. Members are not required to work with a CAA to do so.



Members who do not agree will not be able to work with a CAA to manage their benefits.

Consent Levels

This option allows the member to provide additional consent that releases case information to the CAAs.



Next, a member will decide how they want to allow HHSC to share their case information with the CAA.

Consent Levels

If the member wants to share additional benefit/case information with the CAA, they must indicate the level of information they want to share:

1. Share only my information available through YourTexasBenefits.com inquiry: case number(s), benefits program(s), case member name(s), benefit amount or active or inactive benefits status, start date and renewal date.
   - **This option applies to Case Assistance Affiliates and gives consent for release of case information available when using the Search Case Status feature in Your Texas Benefits only.**
   - **This option does not allow 2-1-1 case information agents or CPP to share information with the CAA.**

Consent Levels

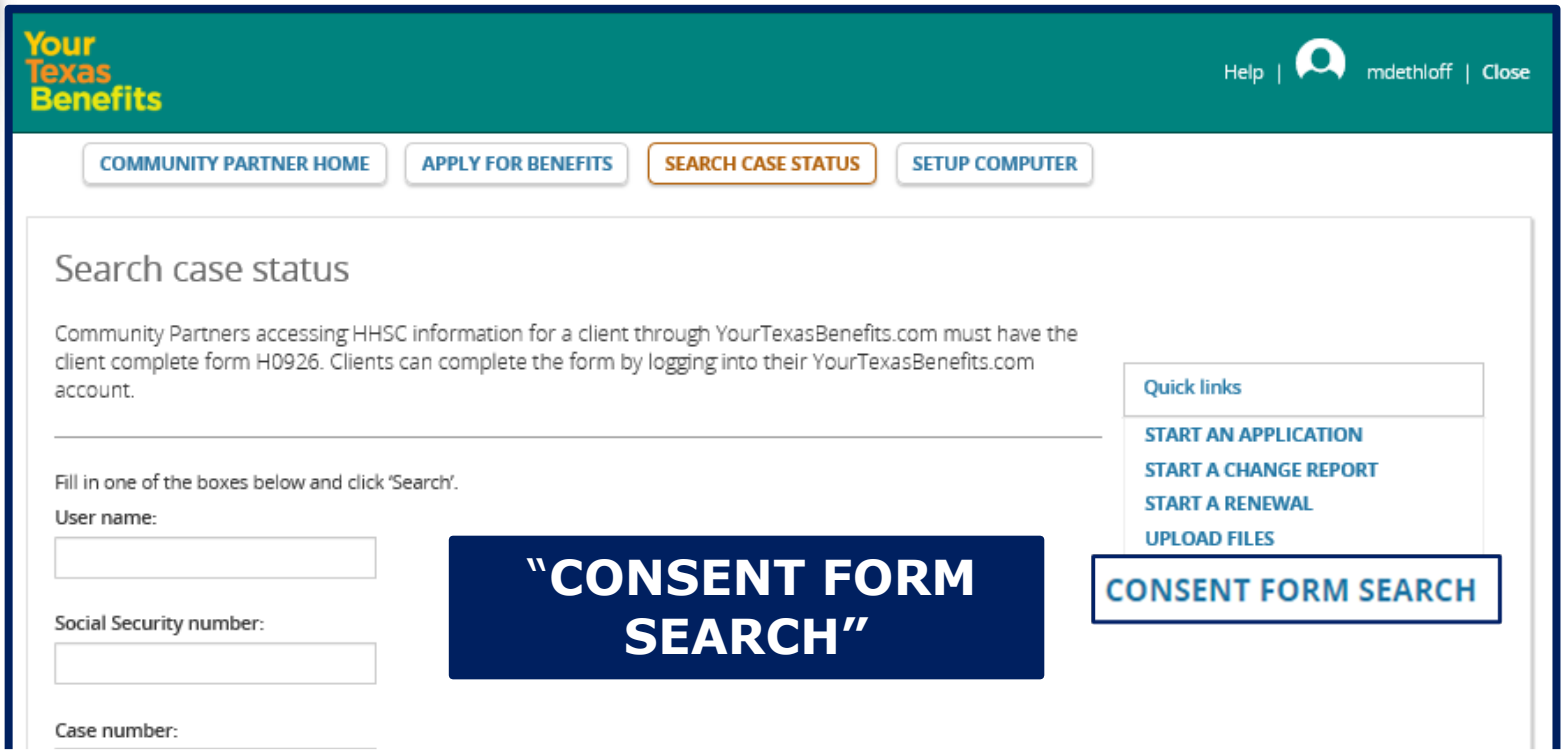
2. Share all my case records with this community partner. This allows HHSC to release my case information electronically through YourTexasBenefits.com and verbally through 2-1-1.

- **When this level is selected the HHSC representatives will be able to discuss the member's case information with a CAA.**
- **This includes 2-1-1, option 2 case information agents and information when a case review is requested from the CPP.**

3. Only share the following information from my case record with this community partner. This selection only applies to information released verbally through 2-1-1.

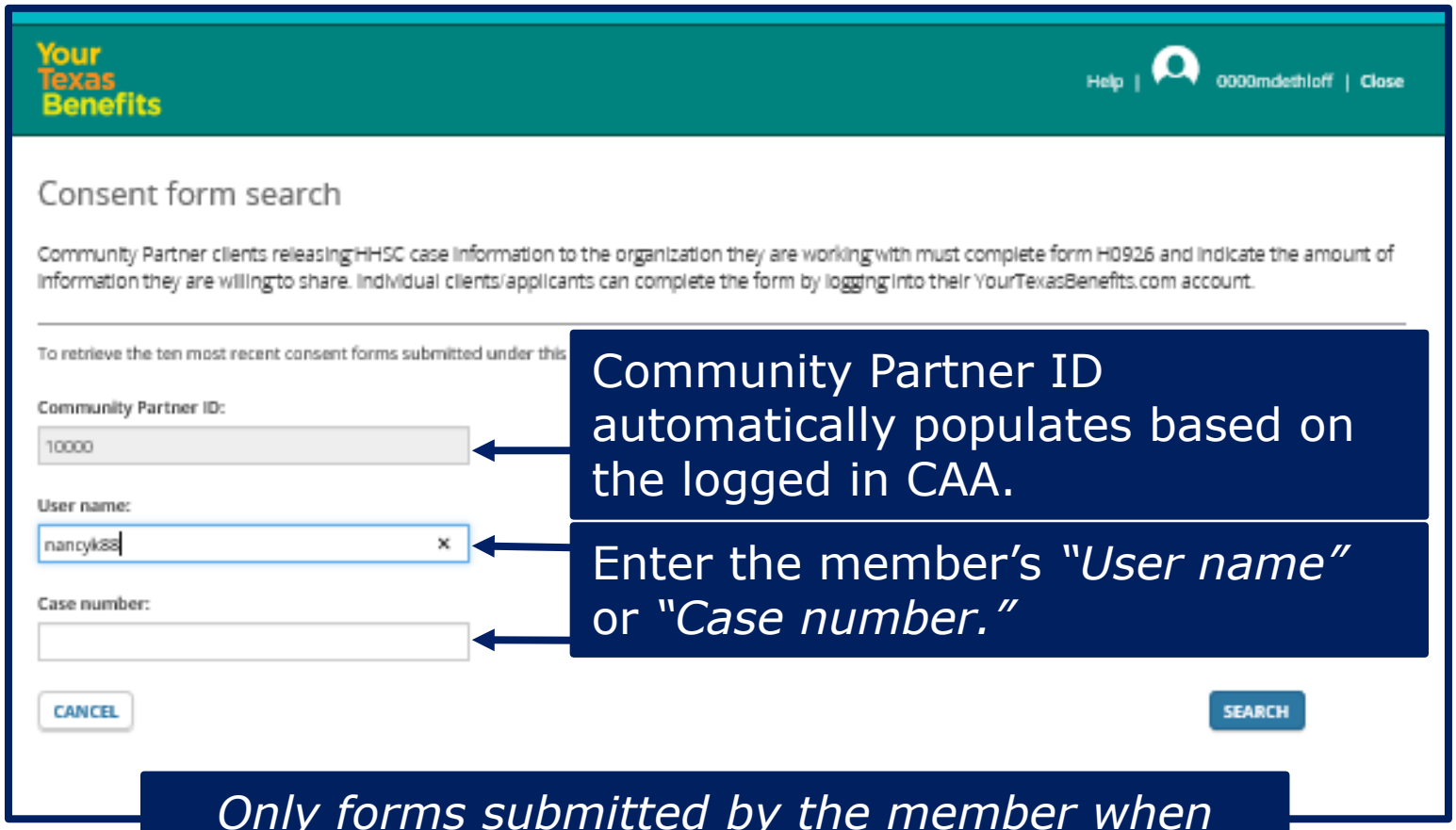
- **This option allows HHSC to release only the information indicated by the member in the text box provided on the form.**

Consent Form Search



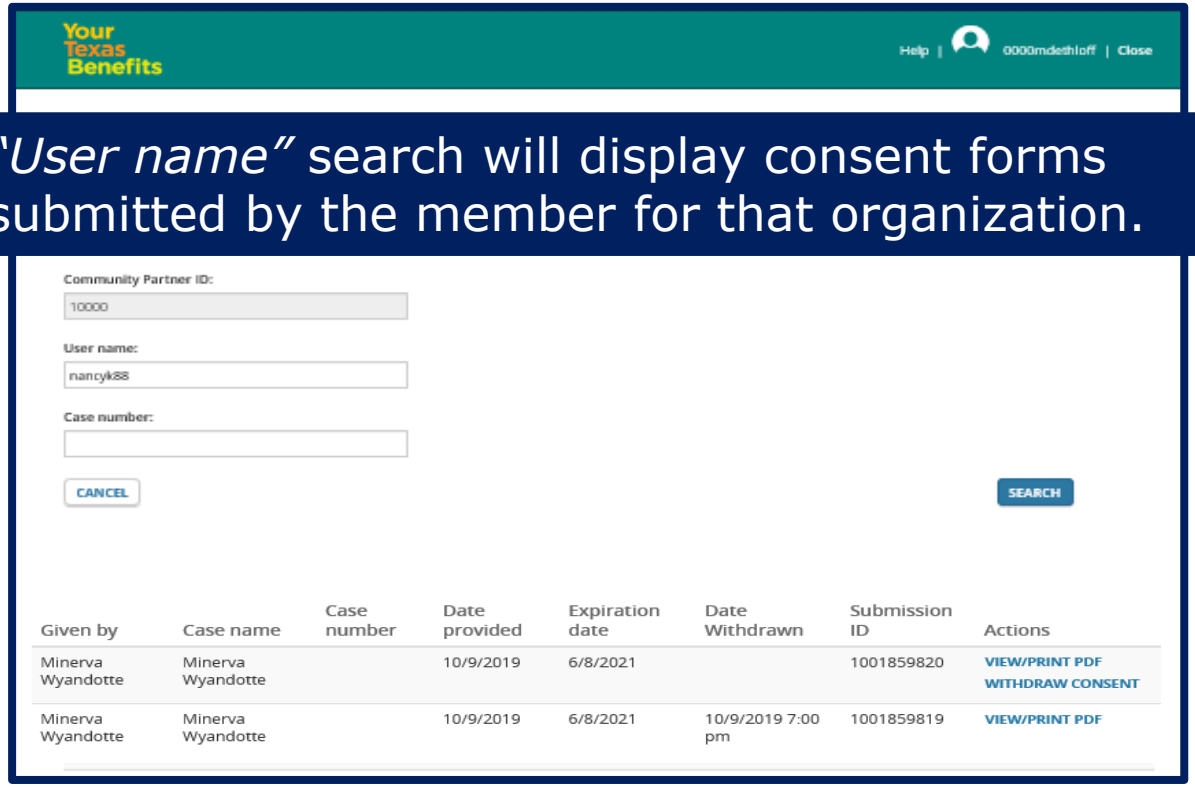
CAAs can perform a search of consent forms submitted by their organization. CAAs can verify the member has a consent form on file with the organization by performing this search prior to assisting a member.

Consent Form Search



Only forms submitted by the member when working with the CAA's organization can be viewed.

Consent Form Search

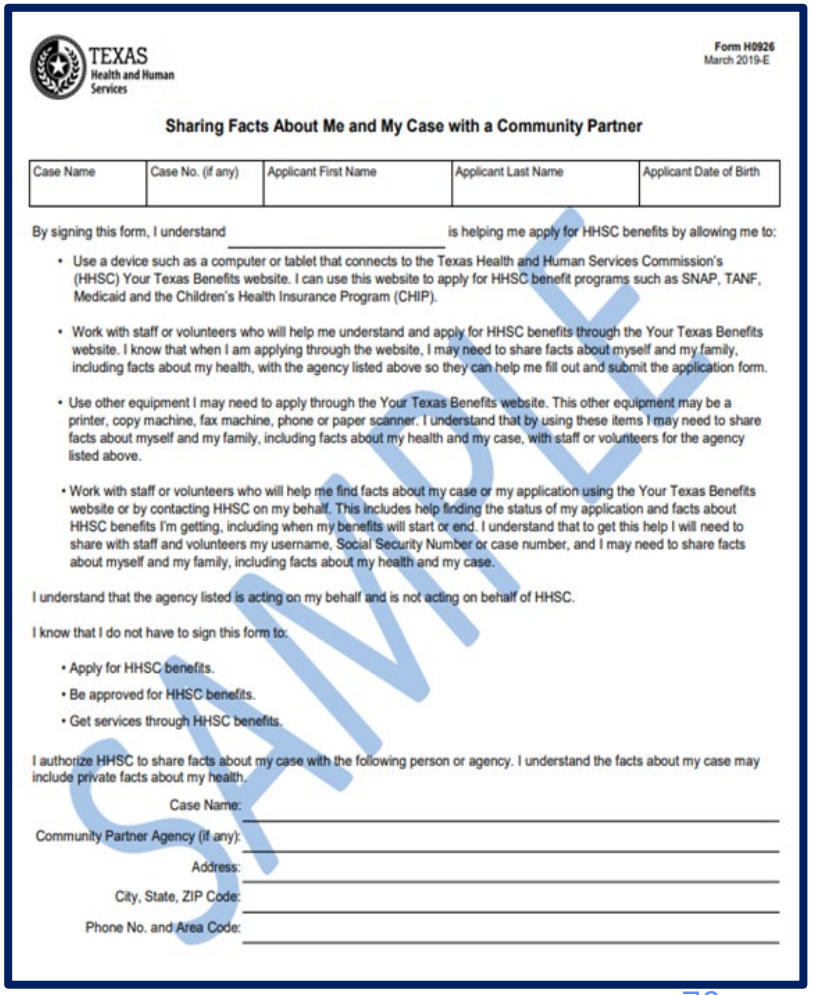


"User name" search will display consent forms submitted by the member for that organization.

If the member has more than one case linked to their username all forms submitted for all cases linked to that username will be displayed.

Consent Form & Case Status Search

- CAAs do not have the ability to search for member information in YourTexasBenefits.com without a valid electronic H0926 form on file for the member they are assisting.
- Paper consent forms are not valid in this situation and are watermarked with *"SAMPLE"*.



TEXAS Health and Human Services

Form H0926
March 2019-E

Sharing Facts About Me and My Case with a Community Partner

Case Name	Case No. (if any)	Applicant First Name	Applicant Last Name	Applicant Date of Birth

By signing this form, I understand _____ is helping me apply for HHSC benefits by allowing me to:

- Use a device such as a computer or tablet that connects to the Texas Health and Human Services Commission's (HHSC) Your Texas Benefits website. I can use this website to apply for HHSC benefit programs such as SNAP, TANF, Medicaid and the Children's Health Insurance Program (CHIP).
- Work with staff or volunteers who will help me understand and apply for HHSC benefits through the Your Texas Benefits website. I know that when I am applying through the website, I may need to share facts about myself and my family, including facts about my health, with the agency listed above so they can help me fill out and submit the application form.
- Use other equipment I may need to apply through the Your Texas Benefits website. This other equipment may be a printer, copy machine, fax machine, phone or paper scanner. I understand that by using these items I may need to share facts about myself and my family, including facts about my health and my case, with staff or volunteers for the agency listed above.
- Work with staff or volunteers who will help me find facts about my case or my application using the Your Texas Benefits website or by contacting HHSC on my behalf. This includes help finding the status of my application and facts about HHSC benefits I'm getting, including when my benefits will start or end. I understand that to get this help I will need to share with staff and volunteers my username, Social Security Number or case number, and I may need to share facts about myself and my family, including facts about my health and my case.

I understand that the agency listed is acting on my behalf and is not acting on behalf of HHSC.

I know that I do not have to sign this form to:

- Apply for HHSC benefits.
- Be approved for HHSC benefits.
- Get services through HHSC benefits.

I authorize HHSC to share facts about my case with the following person or agency. I understand the facts about my case may include private facts about my health.

Case Name: _____

Community Partner Agency (if any): _____

Address: _____

City, State, ZIP Code: _____

Phone No. and Area Code: _____

SAMPLE

Consent Form & Case Status Search

When conducting a Case Status Search, the member must have provided the CAA with one of the following levels of consent for the search functionality to work:

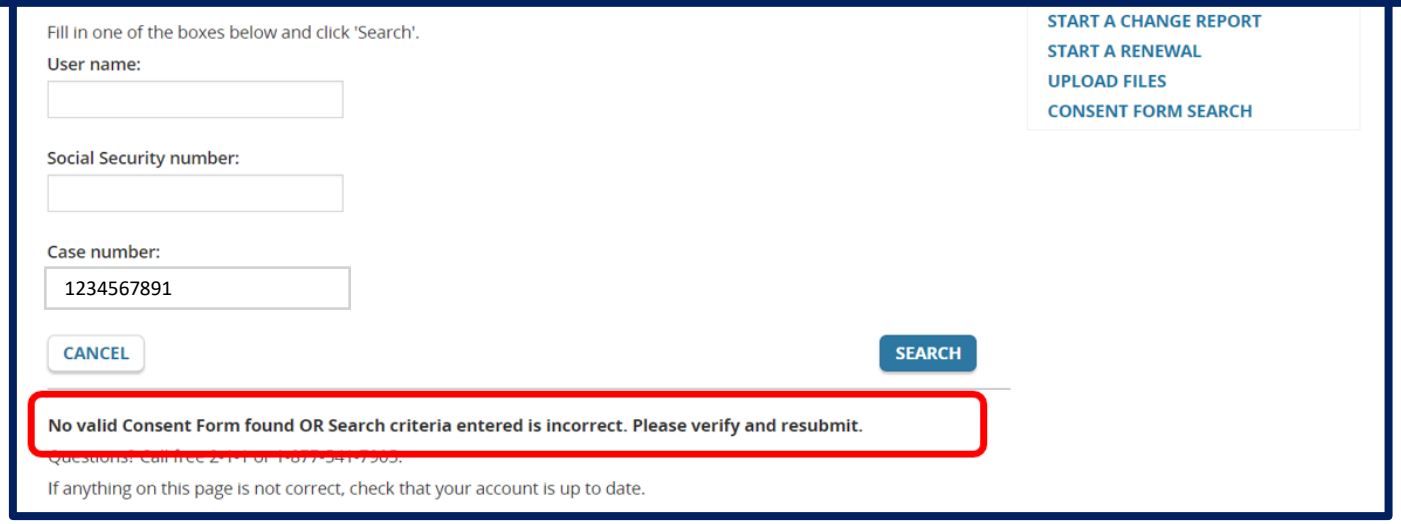
- Share only my information available through YourTexasBenefits.com inquiry: case number(s), benefits program(s), case member name(s), benefit amount or active or inactive benefits status, start date and renewal date.

- Share all my case records with this community partner. This allows HHSC to release my case information electronically through YourTexasBenefits.com and verbally through 2-1-1.

Consent Form & Case Status Search

When no valid consent form is on file for the member, the CAA will receive the following message below and must assist the member in submitting a current valid consent form.

"No valid consent form found OR Search criteria entered is incorrect. Please verify and resubmit"



Questions

TEXAS
Health and Human Services

TEXAS
Health and Human Services

Thank you

CPP@hhs.texas.gov