

Complaints Jurisdiction

The Texas Department of Insurance certifies and oversees a wide variety of entities such as HMOs, Independent Review Organizations, Utilization Review Agents and Certified Workers' Compensation Networks. The Department also handles complaints regarding these entities however, there are some complaints that the Department may not have jurisdiction over. The following are some of the common types of entities that the Department receives complaints on but does not have jurisdiction over, as well as information on where to send those complaints.

Traditional Medicaid

HHSC Claims Administration and Contract Management
Texas Health and Human Services Commission
Mail Code 91-X
P.O. Box 204077
Austin, TX 78720-4077

Medicaid Star or Star-Plus Plans

Resolution Consultant
Health Service Operations
Texas Health and Human Services Commission
Mail Code H-320
1100 West 49 Street
Austin, TX 78756

Medicare

Centers for Medicare and Medicaid Services
Dallas Regional Office
1301 Young Street, Room 833
Dallas, TX 75202
(214) 767-6401

Self-Funded Plans (ERISA)

Div of Tech Assistance and Inquiries
U S Department of Labor
PWBA N5619
200 Constitution Ave NW
Washington DC 20210

Dept. of Labor's Employee Benefits
Security Administration
Federal Bldg Rm 707
525 S Griffin St
Dallas TX 75202-5025

The entities mentioned above are not all inclusive of those which TDI does not have regulatory authority. By sending your complaints to the right place, you can help to expedite the complaint resolution.