



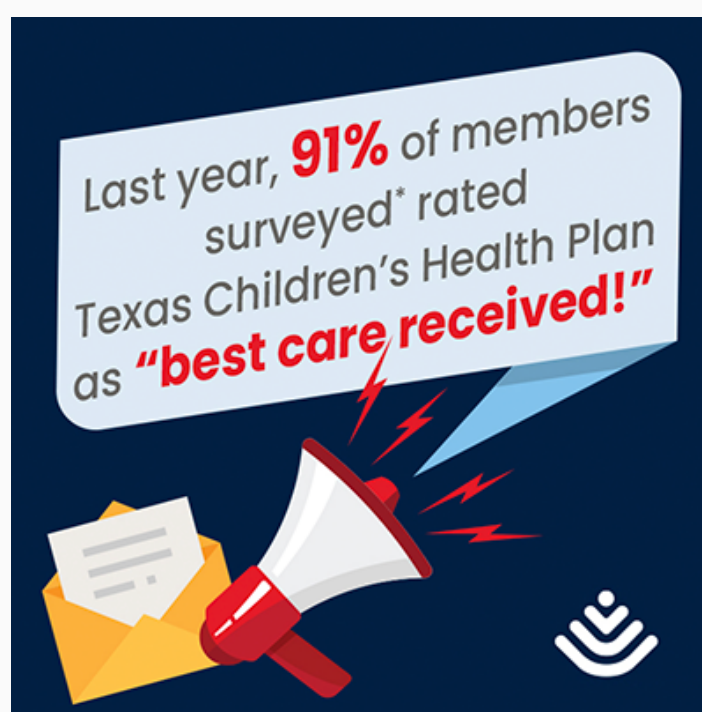
Protect Your Loved Ones: Stay Covered!

This Valentine's Day, make sure your loved ones have medical coverage all year round. Respond quickly once the Texas Health and Human Services Commission (HHSC) sends you a renewal notice.

Remember: Renewing your family's Medicaid and/or CHIP coverage is much easier than losing your coverage and having to start the application process from the beginning.

If you're not sure how to renew, our website has easy-to-follow steps and resources for you. If you need more help, our Application Assistance team can assist you over the phone or in person, too! Go to texaschildrenshealthplan.org/renew to learn more.

[Learn more](#)



It's That Time of Year: We Want to Hear from You.

The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey is here!

Every year, we send out the CAHPS Survey to better understand your thoughts and experiences with getting quality care from Texas Children's Health Plan. Our focus is always to give our members high-quality care, so your honest feedback will help us find where we can improve.

The survey, sent out via a third party, is completely anonymous and sent at random. Please note: Surveys will be sent via mail, and not all members will be sent the survey. Do not worry if you do not get a survey.

Be on the lookout for the CAHPS Survey in your mailbox. Your feedback will help us give your family the best care possible!

**Member who received and completed the 2024 Consumer Assessment of Healthcare Providers' Survey.*



Update your primary care provider with MyChart.

Need to update your primary care provider (PCP)? A quick and easy way to do it is through the Texas Children's MyChart app! Download the app on your phone, tablet, or computer, and follow the steps to make the change.

For a guide on how to set up your MyChart, visit our [website](#).

At Texas Children's Health Plan, we have a network of up to 35,000 providers for all of your medical needs! If you need to choose a new PCP, you can use our "[Find a Provider](#)" search tool on our website.



Don't let transportation stop you from getting care!

Did you know that cold and flu season is at its [peak in February](#)? There are simple steps you can take to fight germs, such as getting the flu vaccine, practicing healthy habits and maintaining good hygiene.

As a member of Texas Children's Health Plan, you can get a ride to your doctor or pharmacy to receive the flu vaccine, which can help keep you and your family healthy.

It's important to schedule 2 days in advance to help us meet your needs.

[Schedule a ride today](#)

Upcoming Events

Texas Children's Health Plan hosts many fun, FREE events! Visit our website to see what is coming up next. See you there!

[Events](#)

Helpful Links

- [Find a doctor near you](#)
- [Get medical advice 24/7 with our Help Line](#)
- [Have a question? Call us!](#)
- [Get a ride to the doctor's office or drug store](#)
- [Community resources](#)
- [Join a Member Advisory Group](#)
- Member Handbooks
 - [CHIP](#)
 - [STAR](#)
 - [STAR Kids](#)



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