

## Medical Assistance Program

### What is the Medical Assistance Program (MAP)?

The Medical Assistance Program (MAP) is a service of the Austin/Travis County Health and Human Service Department. MAP provides access to health care through networks of established providers for those City of Austin and Travis County residents who meet eligibility criteria. Some services require a co-payment.

### Who may qualify for MAP?

- **Austin/Travis county residents with family incomes at or below 100% of the Federal Poverty Index Guidelines**, and who meet asset guidelines. (If they have Medicaid, they will not qualify for MAP.) This includes those Williamson County residents living in the City of Austin.
- **Disabled or elderly individuals, if their income is at or below 200% of the Federal Poverty Index Guidelines**, and if they meet asset guidelines. (If they live in the City of Austin and have Medicaid, they will not qualify for MAP. If they live outside the City of Austin and in Travis County, they may qualify for limited MAP benefits).
- **Travis county residents with Medicaid or Medicare are not eligible for MAP benefits but may qualify for other programs that offer reduced rate health care services.**

### What If I Don't Qualify for MAP?

Austin/Travis County residents who do not qualify for MAP *and do not have other funding* may be placed on the Austin/Travis CommUnity Care sliding-fee scale. They can receive medical and prescription services at the CommUnity Care centers on a sliding-fee basis. (City of Austin residents also can receive emergency dental services at a City dental clinic on a sliding-fee basis if a current patient in the CommUnity Care system.) These services require a co-payment, based on where on the sliding-fee scale the client's household income falls.

The sliding-fee scale, like the MAP income guidelines, is based on the FPIG. A resident's income may fall within the following percent pay range: \*\*\* sliding fee cannot be verified

- 0% (small co-payment required),
- 25% (required co-payment of 25% of the total fees),
- 50% (required co-payment of 50% of the total fees),
- 75% (required co-payment of 75% of the total fees), or
- 100% (resident is required to pay the total bill).




**What If I Am Interested in Just Family Planning or Maternity Services?**





**Title V** benefits are those maternity services (prenatal care and a postpartum checkup) delivered at the [Austin/Travis County Community Health Centers](#). Those eligible for Title V services are female Texas residents whose income is at or below 185% FPIG and who are not eligible for Medicaid. Title V services are free at the Community Health Centers; no co-payment is required.

**Title XX** benefits are those family planning services (including pregnancy testing, birth control, gynecological exams and miscellaneous gynecological procedures) delivered at the [Austin/Travis County Community Health Centers](#). Those eligible for Title XX services are Texas residents whose income is at or below 150% FPIG. Title XX services are free at the Community Health Centers; no co-payment is required.

**How Do I Apply for Medical Assistance?**

1) Austin/Travis County residents should contact an Eligibility Office below:

<p>ARCH CommUnity Care Clinic 500 E 7<sup>th</sup> St Austin, 978-9920 MAP Cards issued M-F: Everyday 1pm, MWF 8am; <i>It is suggested that clients come 1-2 hours early to wait in line.</i></p>	<p>South Austin Eligibility Office – CommUnity Care S. Austin 2529 S. 1<sup>st</sup> Street Austin, 978-813 Located at S. 1st and Oltorf Hours: M-F 8-12 and 1-5</p>  <p>#10, South First #1L, Congress/Cumberland #101 Congress/Oltorf</p>
<p>Cesar Chavez Eligibility Office 1111 E. Cesar Chavez Austin, 978-8130 Located at E. Cesar Chavez and Waller St.</p>  <p>Hours: M-F 8-12 and 1-5 #17, Johnston #22, Chicon</p>	<p>Pflugerville Community Center 15822 Foothill Farm Pflugerville, TX 78660 251-4169 Hours: M-F 8-12 and 1-5</p>  <p>Call CARTS, 478-7433</p>

<p>Northeast Austin Eligibility Office - CommUnity Care Northeast 7112 Ed Bluestein Blvd., Suite 155 Austin, 978-8130 Located at Ed Bluestein Blvd. and Springdale Rd. Hours: M-F 8-12 and 1-5</p> <p> #20, Manor Road #37, Colony Park</p>	<p>Del Valle Community Center 3518 S. FM 973 Del Valle, TX 787617 978-8116 Located south of the corner of Hwy. 71 and FM 973 Hours: T-F 8-12 and 1-5; closed 3<sup>rd</sup> Thurs. of every month</p> <p> #350, Airport, or call CARTS, 478- 7433</p>
<p>Manor Community Center 600 W. Carrie Manor Street Austin, TX 78765 978-8118 Hours: M 8-12 and 1-5</p> <p> #990, Northeast Express, or call CARTS, 478-7433</p>	<p>Oak Hill Community Center 8656 Hwy 71W, Bldg. A Austin, TX 78735 978-8122 Hours: Tues. &amp; Thurs. 8-12 and 1-5 closed third Thursday of every month</p> <p> #333 William Cannon, or call CARTS, 478-7433</p>
<p><i>Note: Travis County and the City of Austin are committed to compliance with the Americans with Disabilities Act. Reasonable modifications and access to communications will be provided upon request.</i></p>	

3) For women's health and family planning services, no documentation is required. *If you are interested in applying only for women's health or family planning services, you may use any City or County Eligibility Office, regardless of where you reside in Texas.* For MAP or CHC, bring the following documents to your interview (the Eligibility Offices above can advise acceptable alternate documents to determine eligibility, if you do not have the listed documents):

- Birth certificate or U.S. passport
- Identification – for adults only (ex: Texas or out of state driver's license or ID, foreign ID)
- Social Security card (if available)
- Proof of income for past four weeks (ex: employment, Social Security, child support, TANF, unemployment benefits, proof of alien sponsor's income, etc.)
- Medicare, Medicaid or other insurance card/letter (if applicable)

- Address verification – lease agreement, rent receipt or current utility bill (except for people who are homeless)
- Resource verification – current bank statement or property tax appraisal (if applicable)

### **Other Helpful Phone Numbers**

Patient Services 978-8130

MAP Medical/Claims Management 420-2715

Hearing Impaired/Relay Texas Voice 1-800/735-2988

TDD 1-800/735-2989

Information obtained from [http://www.traviscountyhd.org/the\\_medical\\_assistance\\_program.html](http://www.traviscountyhd.org/the_medical_assistance_program.html) 5/30/09

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