

December 17, 2024

*Delivered via email*

Dear Lt. Governor Patrick, Speaker Phelan, and state legislators,

We are writing today to urge you to support the Texas Health and Human Services Commission (HHSC) budget request to improve the state's Medicaid and SNAP enrollment system (Exceptional Item #2 in the agency's FY 2026-2027 Legislative Appropriations Request.) We believe the requested funding would make the state's enrollment system more efficient, support good governance, and ensure that children and others who are currently eligible but unenrolled are able to sign up for health insurance or SNAP.

The outdated technology in the state's current system is plagued with problems that the proposed funding seeks to address. The external-facing YourTexasBenefits website and app is unreliable for Texans seeking to enroll in or renew Medicaid health insurance or SNAP nutrition assistance. Meanwhile, HHSC's internal-facing TIERS system has been notoriously inefficient for years. The system is overly reliant on manual, error-prone processes rather than 21st century automation.

These problems with the enrollment system lead to significant consequences for Texans. The system requires a growing number of HHSC enrollment staff to process applications. It creates long delays in implementing policy changes passed by the Legislature. The outdated technology leads to delays, backlogs, and other challenges with Medicaid applications for children, pregnant women, people with disabilities, and seniors. These delays undermine the financial stability of Texas health care providers, who often experience late or no payments as well as higher administrative costs.

We strongly urge you to support HHSC's request and look forward to working with you on this priority. If you have any questions, we invite you to contact Diana Forester of Texans Care for Children at [dforester@txchildren.org](mailto:dforester@txchildren.org) or Clayton Travis of Texas Pediatric Society at [clayton.travis@txpeds.org](mailto:clayton.travis@txpeds.org).

Thank you for your thoughtful consideration.

Sincerely,

Texans Care for Children  
Texas Pediatric Society  
Texas 2036  
Tarrant Area Food Bank  
Houston Food Bank  
El Pasoans Fighting Hunger Food Bank  
AARP  
Texas Hospital Association  
Children's Hospital Association of Texas  
United Way of the Brazos Valley  
United Way of Denton County  
Lubbock Area United Way  
United Way of Metropolitan Dallas  
United Way of the Crossroads  
Greater Longview United Way

North Texas Area United Way  
United Way for Greater Austin  
United Way of Midland  
United Way of Greater Baytown Area & Chambers County  
United Way of San Antonio and Bexar County  
United Ways of Texas  
Texas Women's Healthcare Coalition  
The League of Women Voters of Texas  
Every Texan  
Children's Defense Fund - Texas  
Texas Academy of Family Physicians  
Texas Association of Community Health Centers  
Texas Impact  
Texas Medical Association  
Feeding Texas  
Texas Primary Care Consortium  
Good Work Austin  
Latino Texas Policy Center  
RAISE Texas  
Breaking Bread  
For Oak Cliff  
Children at Risk  
Texas Grandparents Raising Grandchildren  
Woori Juntos  
The National Association of Social Workers – Texas Chapter  
Teaching Hospitals of Texas  
Young Invincibles  
Healthy Futures of Texas  
Network of Behavioral Health Providers  
UnidosUS  
Share Our Strength  
Center for Civic and Public Policy Improvement  
American Lung Association  
Coalition of Texans with Disabilities  
March of Dimes  
Methodist Healthcare Ministries  
TexProtects  
Network of Texas Industrial Areas Foundation Organizations  
The Metropolitan Organization of Houston  
Dallas Area Interfaith  
Valley Interfaith  
Central Texas Interfaith  
El Paso Interreligious Sponsoring Organization  
2-Gen Coalition for Economic Advancement  
The Leukemia & Lymphoma Society  
Texas Parent to Parent