



TEXAS HEALTH AND HUMAN SERVICES COMMISSION



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EXECUTIVE COMMISSIONER

www.improvtxmedicaid.com

IMPROVE Gives New Voice to Medicaid Providers: Attention Medicaid Providers: the Health and Human Services Commission (HHSC) wants to hear from you. Do you have an idea, recurring issue, and/or suggestion about Texas Medicaid? If so, check out the **IMPROVE** (Interactive Medicaid Provider Voice) system. As a Texas Medicaid provider, HHSC is interested in your input; anything that could potentially improve the overall Texas Medicaid system.

What is IMPROVE? IMPROVE allows providers who pinpoint systemic issues within the Medicaid program the opportunity to suggest resolutions. It was developed to leverage the knowledge and experiences of front-line Medicaid providers to improve Medicaid and access to care for Medicaid patients. *These provider-identified systemic issues differ from specific single-patient or single-incident issues which are already managed by existing agency departments.*

How does IMPROVE benefit Providers?

Some of the advantages to providers accessing IMPROVE include:

- Opportunity to incorporate fresh provider ideas and innovation into Medicaid.
- Increases access to care for your patients through improved Medicaid procedures and policies.
- Potential for increased provider participation and satisfaction with Medicaid.
- Ability to interact directly with Medicaid and receive answers from Medicaid personnel well-versed in the area of your concern.
- Allows HHSC to address your ideas and suggestions.

How can I use IMPROVE?

Using the IMPROVE system is fast and easy. You can access IMPROVE by using one simple web address: www.improvtxmedicaid.com. Have your national provider identifier (NPI) number ready and go to the IMPROVE system to get started.