

**From:** Charney, Jimmy (HHSC) <Jimmy.Charney@hhsc.state.tx.us>  
**To:** Kester, Tonykester@aging.sc.gov  
**CC:** Hendricks, Elisa Manor (HHSC)Elisa.Hendricks@hhsc.state.tx.us  
Jessee, Gary (HHSC)Gary.Jessee@hhsc.state.tx.us  
**Date:** 9/18/2014 9:09:48 AM  
**Subject:** RE: Dual Eligible Ombudsman

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Mr. Kester – Just a quick note to let you know Mr. Jessee forwarded your request to the HHS Office of the Ombudsman. Elisa Hendricks, our Director, and Dawn Rehbein, Manager of our Medicaid Managed Care Helpline, would like to contact you next week to talk about our operations and see how we can assist with your request.

Is there time next Thursday or Friday morning when we could call you to discuss? – jimmy

Jimmy Charney  
Office of the Ombudsman  
Health and Human Services Commission  
(512) 706-7221

**From:** "Kester, Tony" <kester@aging.sc.gov>  
**Date:** September 15, 2014 at 8:15:20 PM EDT  
**To:** "Gary.jessee@hhsc.state.tx.us" Gary.jessee@hhsc.state.tx.us

**Subject:** Dual Eligible Ombudsman

Gary, Any information you can share on this would be appreciated. I believe you said you have a policy and procedures manual. Any outreach material would be great. In fact, anything would be great. Thanks for your help with this. Tony Kester