

How to Get Help

TXIN Sandbox

For help accessing or using the TXIN Sandbox, contact the Texas State Service Desk (TSSD) at: WIC Clinics Inbox: WICClinics@hhs.Texas.gov

TSSD Phone Number: 1-800-650-1328



TXIN Production

For help accessing or using the Production version of TXIN, contact the Mosaic Service Desk at: txwicservicedesk.microsoftcrmportals.com.

Mosaic Service Desk Phone Number: 1 (844) 5MYTXIN (844-569-8946)

Information and Response Management (IRM)

Contact IRM for policy questions, disputes, and complaints.

- ❖ IRM Policy Liaison group via phone:
 - Liaisons are available Monday – Friday 8:00am - 5:00pm (Lunch closure: 12pm - 1pm).
 - Call IRM at 1-877-341-4491.
 - After the main greeting, press option 6, followed by option 4.
 - For client disputes or complaints press 1.
 - For policy issues press 2.
- ❖ IRM-Policy Inbox:
 - This inbox is monitored by two policy specialists daily.
 - To submit a client dispute or ask a non-urgent policy question, send an e-mail to: IRM-Policy@hhs.texas.gov.