



Texas Refugee Medical Assistance

Contact List for Local Resettlement Agencies

eRED Issues

- RRHO for your region*
 - Nathaniel Clark – (512) 256-3310 x6001 - nclark@uscritx.org
 - Andrew Merville – (512) 256-3310 x6002 - amerville@uscritx.org
 - Tracy Vangh – (512) 256-3310 x6003 - tvangh@uscritx.org

Client missing in RMA portal

- RRHO for your region (contact information listed above)

Non-Emergency Transportation Questions

- Ryan Yao – (703) 310-1130 x3060 ryao@uscrfdc.org

Telephonic Interpretation Services

- Helen Zewdu – (703) 310-1130 x3053 hzewdu@uscrfdc.org

Clients receiving medical bills / billing issues

- Send information to providers@pointcomfort.com also copy your RRHO

Refugee Medical Assistance Benefits

- Point Comfort Underwriters (PCU) – 844-210-2010 – providers@pointcomfort.com

TANF & Medicaid Questions or Issues

- Regional Replacement Designee (RRD)

Provider's Refusing Services to Clients

- RRHO for your region (contact information listed above)

Questions Regarding Referring Providers to Specialists

- Point Comfort Underwriters (PCU) – 844-210-2010 - providers@pointcomfort.com

Pharmacy Issues

- Contact PCU first, if issue persists contact RRHO for your region.

RMA Insurance card corrections

- RRHO for your region (contact information listed above)

* If you have other questions or concerns, please reach out to the State Refugee Health Coordinator, Jessica Montour jmontour@uscritx.org, or Refugee Medical Assistance Program Officer, Tanisha Elizaire telizaire@uscrfdc.org.