

**An Important Message from  
The Texas Health and Human Services Commission (HHSC)**

**HHSC Publishes Revised Guidance for Emergency Communication Tool  
(PL 2025-01)**

HHSC has published [PL 2025-01, Revised New Emergency Communication Tool – Alert Media \(PDF\)](#). The letter adds clarification about a provider's responsibility to document who has signed up for the emergency communication system called AlertMedia.

**Questions?**

For additional questions, please contact **UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.**