

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

**HHSC to Change Emergency Communication System for Long-Term
Care Providers**

The current emergency communication system (Connect) for long-term care providers will end on Oct. 31 and will be replaced by the new system (AlertMedia), which is anticipated to go live no later than Dec. 1.

During this gap, no emergency communication system will be in place, so HHSC will communicate with providers through alerts, email and phone calls. Providers must respond to any request for information related to emergency preparedness and follow any instructions from HHSC.

All providers registered in Connect will be notified via a Connect message of the impending termination. Once AlertMedia is in place, HHSC will issue a separate communication on how to use the new system. Providers will be required to register in AlertMedia as defined by their Texas Administrative Code rule.

Additional Questions?

Please contact UnitedHealthcare Customer Service at 888-887-9003, 8 a.m.–6 p.m. CT, Monday–Friday.