

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

**HHSC Publishes PL 2025-01 New Emergency  
Communication Tool – AlertMedia.**

HHSC Publishes [PL 2025-01 New Emergency Communication Tool – AlertMedia](#). This provider letter informs providers of the emergency communication system called AlertMedia, how it will be used, and their responsibility in signing up for the system. HHSC will use this system to send emergency and outreach notifications through email, text, voice calls, and app push if available.

**Questions?**

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