



Date: January 10, 2024

To: Emergency Response Services (ERS) Providers

Subject: Information Letter No. 2024-01  
Rate Actions for Emergency Response Services,  
**Effective January 1, 2024**

The Texas Health and Human Services Commission (HHSC) approved payment rates for STAR+PLUS and Community Care Services Eligibility (CCSE) Emergency Response Services (ERS), which were adopted to be effective January 1, 2024.

HHSC approved the ERS rates through our regular public hearing process on November 14, 2023. The adopted payment rates can be accessed on the [Provider Finance Department \(PFD\) webpage](#).

### **Claims Submission**

Providers should continue to bill using their normal billing process. Individual providers require no additional action.

### **Resources**

Please contact the HHSC PFD, Long-term Services and Supports (LTSS), Center for Information and Training at [PFD-LTSS@hhs.texas.gov](mailto:PFD-LTSS@hhs.texas.gov) or (737) 867-7817 if you have questions regarding the rates or this letter.

Sincerely,

*[signature on file]*

Samuel West  
Director of Provider Finance  
for Long-term Services and Supports