



Long-Term Care Regulatory Provider Letter

Number: PL 22-32

Title: Blackboard Connect Emergency Communication System

Provider Types: ALL

Date Issued: November 28, 2022

1.0 Subject and Purpose

The purpose of this letter is to inform providers of the emergency communication system called Blackboard Connect, how it will be used, and your responsibility in signing up for the system. This system will be used to send emergency and outreach notifications through email, phone, voice and text if available.

2.0 Policy Details & Provider Responsibilities

HHSC is in the process of amending each program rule to include the Emergency Communication System requirement. The rules will be effective in early 2023. Once the rules are effective, surveyors will begin assessing compliance with the requirement for designated staff to sign up.

2.1 Who Must Sign Up for Blackboard Connect

The rules require program providers to assign a designee to enroll in and respond to requests through the system. The designee should be someone who is associated with the licensed building or someone who is responsible for communicating emergency communications. However, you may also have other designees, such as corporate headquarters staff, sign up.

The following staff must sign up for each program:

- Assisted living facilities: Manager and designee
- Day activity and health services facilities: Director and designee
- Home and Community-based Services program providers: Designee

- Home and Community Support Services Agencies: Administrator and alternate administrator
- Intermediate Care Facilities: Administrator and designee
- Nursing facilities: Administrator and Director of Nurses
- Prescribed pediatric extended care centers: Administrator and alternate administrator
- Texas Home Living program providers: Designee

2.2 Sign-up Instructions

1. Go to <https://txhhscrsdopen.bbcportal.com/Entry> and click **Sign Me Up!**
2. Enter information in each field. Click the **checkbox** to agree with terms of use then click **Continue**.
3. Next, **check your email**. You will have received a confirmation message to the email you provided. Use the hyperlink in the email to **confirm** your email address and log into your account. Use the pull-down menus to select 3 security questions and provide the answers. These will be used to verify your identity in case you need to reset your password. Click **Save** to continue.
4. Once logged in, click **Add Address** and enter your full business address. County is a **mandatory** entry. Click **Next** to continue.
5. This will open a map for you to confirm your address. Once identified, click **Save** to continue.
6. If you wish to alter your email address, click **Add Email** and provide new email.
7. Provide your phone information by selecting **Add Phone**. Provide a work phone number (text capable, if you want to receive texts) and select the delivery methods you prefer. Click **Save**. You may add additional phone numbers if you have multiple phones you want to register.
8. Once all info tabs are complete, click **Next** to continue.

9. Use the checkboxes to subscribe to the message topics that are available on your screen. You can subscribe to more than one message. However, you cannot opt-out of receiving emergency Messages. Be sure to select those that apply to your program and location. Once all are selected, click **Next** to continue.

10. Alter your preferred contact methods for your now listed subscriptions by clicking the edit icons to the right. Click Done when complete.

3.0 Resources

Attachment 1 – Blackboard Connect Quick Sheet

4.0 Contact Information

If you have any questions about this letter, please contact the Policy and Rules Section by email at LTCRPolicy@hhs.texas.gov or call (512) 438-3161.



Blackboard Connect Quick Sheet

Blackboard Connect is an Emergency Communication System HHSC uses to send emergency and outreach notifications through email, phone, voice and text if available. Certain designated provider staff must sign up for the system. For more information on the system and who must sign up, please see PL 22-32.

10 Easy Steps to Sign Up

Register

1. Go to <https://txhhscrsdopen.bbcportal.com/Entry> and click **Sign Me Up!**
2. Enter information in each field and click the **checkbox** to agree with the terms of use.
3. Next you will receive an email. Use the hyperlink to confirm your email address and log into your account. **Enter 3 security questions** with the answers. These are used to verify your identity in case of need to reset your password.

Enter Contact Information

4. Once logged in, enter your full business address. County is mandatory.
5. This will open a map. Confirm your address and click **Save**.
6. If you wish to alter your email you can click **add email** and provide a new email.
7. Next screen you will need to provide phone information by selecting **Add Phone**. Provide a work phone number and select delivery methods you prefer. You may register multiple phone numbers if needed.

Subscribe

8. Use the checkboxes to **subscribe** to the topics you would like and pertain to your program and location. You can subscribe to more than one. You cannot opt-out of receiving emergency messages.
9. If you would like to alter your preferred contact method, you can do so by clicking the edit icons to the right.
10. Click done.

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