



Long-Term Care Regulation Provider Letter

Number: PL 2025-01
Title: New Emergency Communication Tool - AlertMedia
Provider Types: ALL
Date Issued: January 7, 2025

1.0 Subject and Purpose

The purpose of this letter is to inform 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.

2.0 Policy Details & Provider Responsibilities

The rules require program providers to ensure prescribed and assigned designees are enrolled in and respond to requests through the system. The designee should be associated with the license and someone who is responsible for receiving emergency communications and responding as requested. The provider 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

This is the minimum number of people who must sign up for this system. A provider might have more people who need to sign up based on the needs of the program and the capacity of the system.

Providers must complete the following steps no later than February 15, 2025:

- Register your AlertMedia account using the steps provided in the [Self Registration Guide](#).
- HHS will send a test alert at the end of February 2025. Please save that number to your phone to ensure receipt of future communication.
- Download the optional AlertMedia mobile app for iPhone or for Android to ensure the receipt of emergency-related messages.

Providers will receive a confirmation code to their email address after registration and should refer to the Self-Registration Guide for any questions regarding registration or troubleshooting.

3.0 Background/History

Texas HHSC implemented a new system called AlertMedia to communicate during emergency situations. HHSC will be able to send multi-channel alerts to impacted individuals via email, text, voice calls, and app push. This helps HHSC reach providers during a critical event. Such events may include building evacuations, severe weather, office closures, security alerts, epidemics, etc.

AlertMedia also enables providers to easily communicate with HHSC during an emergency event. Providers can reply to HHSC using specific text responses when prompted.

The mobile app has many benefits. Providers can:

- Easily communicate with HHSC during an emergency
- Easily identify nearby threats to your safety or operations using the Threat Intel map
- Follow 'event pages' for live updates and information on critical events
- Never miss emergency communications

- Quickly reach AlertMedia admin and access message history

4.0 Resources

[AlertMedia Self Registration Guide – Attachment A](#)

5.0 Contact Information

Please reach out to RSDAlertMedia@partner.hhs.texas.gov with any questions.

6.0 Attachment A - AlertMedia Notification System Self-Registration Walkthrough

This is an overview of the registration process. Users will enter their contact information, provider choices, and set a password. Users will be sent an activation pin to enter. Once the user selects Submit, registration is complete.

Registration Page: <https://texashhsc.alertmedia.com/public/v2?>

You will need to enter your contact information and create a password.

Enter **First Name**, **Last Name**, **Job Title**, **Work Email**, and **Mobile Phone**.

To select the provider you are associated with, find the provider's region and begin typing the Provider Name or ID. Provider information will be found under the region where they are licensed. You can select more than one provider, and more than one region.

If your Provider Name or ID does not appear within the list, contact RSDalertmedia@partner.hhs.texas.gov. A support ticket may be required to have your Provider Name or ID appear.

The screenshot shows the registration form for Texas HHSC. At the top is the Texas HHSC logo and a sign-up instruction: "Sign up to receive important notifications from Texas Health and Human Services. Providers will need to have a Facility ID or License Number or Contract Number. If you're unsure of that number, please contact the facility administrator where you work. Regulatory Services Division Employees will use their Employee ID and/or employee email address. Do not use any leading zeros on the Employee ID e.g. 00000001234 would be 1234."

Below the instructions is a section titled "Please confirm or edit the information below:" containing several input fields:

- FIRST NAME** and **LAST NAME** (text boxes)
- JOB TITLE** and **WORK EMAIL*** (text boxes)
- MOBILE PHONE*** (text box)
- ADDRESS (HHSC EMPLOYEES ONLY)** (text box)
- ADDRESS 2 (HHSC EMPLOYEES ONLY)** (text box)
- CITY (HHSC EMPLOYEES ONLY)** (text box)
- STATE (HHSC EMPLOYEES ONLY)** (text box)
- ZIPCODE (HHSC EMPLOYEES ONLY)** (text box)
- EMPLOYEE ID (HHSC EMPLOYEES ONLY)** (text box)
- REGION 1: PROVIDER NAME OR ID** (dropdown menu)
- REGION 2: PROVIDER NAME OR ID** (dropdown menu)
- REGION 3: PROVIDER NAME OR ID** (dropdown menu)
- REGION 4: PROVIDER NAME OR ID** (dropdown menu)
- REGION 5: PROVIDER NAME OR ID** (dropdown menu)
- REGION 6: PROVIDER NAME OR ID** (dropdown menu)
- REGION 8: PROVIDER NAME OR ID** (dropdown menu)
- REGION 11: PROVIDER NAME OR ID** (dropdown menu)

Red boxes highlight the following fields: the first four fields (First Name, Last Name, Job Title, Work Email), the Mobile Phone field, the first two Region dropdown menus (Region 1 and Region 2), and the Region 11 dropdown menu.

A password must be a minimum of 12 characters and must include a capital letter, number, and special character.

Once you have reviewed your Contact Information ensuring it is up to date, and have entered your password, select the "I accept the AlertMedia Terms of Service" checkbox after reviewing and select on the 'Send Activation Pin' button.

Create a password to log into the mobile app and web dashboard to view and respond to notifications or request help from the Admin team. Note: a password is not required to receive notifications.

PASSWORD CONFIRM PASSWORD

I accept the [AlertMedia Terms of Service](#)

[Terms of Service](#) | [Privacy Policy](#)

Powered by AlertMedia

Detailed description: This screenshot shows the password creation stage of a registration form. At the top, a grey box contains instructions: "Create a password to log into the mobile app and web dashboard to view and respond to notifications or request help from the Admin team. Note: a password is not required to receive notifications." Below this are two input fields labeled "PASSWORD" and "CONFIRM PASSWORD", both highlighted with a red border. Underneath the fields is a checkbox with the text "I accept the AlertMedia Terms of Service". A red-bordered button labeled "Send Activation Pin" is positioned below the checkbox. At the bottom of the form area are two links: "Terms of Service" and "Privacy Policy". The footer of the page includes the text "Powered by" followed by the AlertMedia logo and name.

You will be sent an Activation Pin to your email or mobile. Enter the pin in the provided field and select Submit to complete.

Create a password to log into the mobile app and web dashboard to view and respond to notifications or request help from the Admin team. Note: a password is not required to receive notifications.

PASSWORD CONFIRM PASSWORD

I accept the [AlertMedia Terms of Service](#)

ENTER THE ACTIVATION PIN SENT TO YOUR EMAIL OR MOBILE PHONE:

[Terms of Service](#) | [Privacy Policy](#)

Detailed description: This screenshot shows the activation pin entry stage of the registration process. It features the same instructions and password fields as the previous step. The checkbox "I accept the AlertMedia Terms of Service" is now checked. A large red-bordered input field is labeled "ENTER THE ACTIVATION PIN SENT TO YOUR EMAIL OR MOBILE PHONE:". Below this field is a red-bordered button labeled "Submit". The footer remains the same with "Powered by" and the AlertMedia logo.

You may find the phone app useful for receiving messages outside of the work environment.

You have completed registration. Thank you!

Should you need any assistance with registering, please contact our support team at 1-800-826-0777 or email at support@alertmedia.com