



COMMISSIONER  
Jon Weizenbaum

April 25, 2013

To: Emergency Response Services Providers

Subject: Information Letter No. 13-21  
Emergency Response Services for Individuals without a Landline Telephone

The purpose of this information letter is to notify Emergency Response Services (ERS) providers that the Department of Aging and Disability Services (DADS) now allows ERS to be provided to an applicant or individual with cellular phone service or Voice Over Internet Protocol (VOIP) if a provider in the contracted service area has the appropriate equipment. The revised policy will provide greater choice for individuals receiving the service.

The ERS rate is the same, regardless of the ERS delivery mechanism (i.e., cellular, landline, VOIP).

Providers who have the ability to provide either cell or VOIP ERS should contact the DADS regional contract manager on or prior to Tuesday May 7, 2013. In response, DADS will update the provider agency choice list. DADS case managers will use the updated ERS provider choice list when discussing ERS with an applicant or an individual currently receiving ERS who wants to change the ERS delivery mechanism.

For questions regarding the content of this letter, please contact [PDO@dads.state.tx.us](mailto:PDO@dads.state.tx.us).

Sincerely,

*[signature on file]*

Lynn W. Blackmore  
Director,  
Center for Policy and Innovation