

January 22, 2026

ARCTIC COLD FRONT ALERT FOR PROVIDERS

Dear Provider,

An **arctic cold front** is expected to impact the Houston area next week. This weather may bring **ice, sleet, and snow**, which could affect travel and clinical operations.

Please take steps to keep your staff and patients (our members) safe. We encourage you to monitor your local news for the most up-to-date weather information and safety guidance.

The State of Texas has shared the following helpful resources:

- [TexasReady.gov](https://www.texasready.gov) – Winter weather safety tips
- [DriveTexas.org](https://www.drtexas.org) – Check current road conditions
- tdem.texas.gov/warm – Find local warming centers
- tdem.texas.gov/prepare – General emergency readiness information

If weather conditions affect your ability to provide services or cause delays, please plan accordingly and communicate any necessary changes with your patients.

Our **Provider Services** team is available to assist with urgent issues. Please note that you may experience longer-than-normal waiting times. You may also contact us by utilizing our **Provider Portal**.

- 713.295.2295 | 1.888.760.2600 (Medicaid/CHIP)
- 713.295.6704 (Marketplace)
- 713.295.5007 (HMO D-SNP)
- 713.295.2300 | 1.888.435.2850 (STAR+PLUS)
- If you need to find a warming center or other disaster assistance, call 2-1-1.
- If you are having an emergency, please call 9-1-1.

For additional information, visit our Crisis Resources page for Members: <https://bit.ly/401KJmt>

Thank you for your continued care and partnership. Please stay safe and warm.

Sincerely,

Community Health Choice