DADS Power Outage Impacting Faxes Submitted by Providers Has Been Rescheduled

Information posted April 28, 2016

Department of Aging and Disability Services (DADS) offices located at 701 W. 51st Street (John H. Winters Complex) in Austin was scheduled to undergo an electrical shutdown the weekend of April 22, 2016. That outage did not occur and has been rescheduled.

Providers are encouraged to read the following updated information about the outage occurring this weekend (April 29, 2016).

The Winters Complex has been scheduled to be without power to install new electrical power transformers. All fax machines in the Winters Complex will be turned off. In preparation for this power outage, DADS is requesting all providers refrain from faxing any documents to DADS Provider Claims Services (PCS) and/or Provider Recoupment and Holds (PRH) between the hours of 12:00 p.m., Friday April 29, 2016, and 12:00 p.m. Monday May 2, 2016, to ensure no faxed documents submitted by a provider are lost in the fax queue due to the fax machines being powered off for this extended period of time.

Providers can resume faxing all documents to PCS and/or PRH after 12:00 p.m. Monday May 2, 2016. DADS apologizes for any inconvenience.

For questions about faxing, contact DADS PCS at 512-438-2200, Option 1.