

PROCESS FOR SUBMISSION OF EMAILS TO DHCS ALW CCA ASSESSMENTS INBOX

All emails to the ALW Assessment inbox need to comply with the following:

1. No PHI in subject line (i.e.: bene CIN/name/initials/etc.)
2. Use the following subject lines ONLY:

| Use Subject Line | For |
|--|---|
| Waitlist Request | Requesting a place on the ALW waitlist |
| IA SNF | Initial Assessment - SNF |
| IA Roll-Comm | Initial Assessment – Rollover/Community |
| IA SNF - CCT | CCT cases |
| ReEnrollment | Reenroll requests when a member is returning to an ALW facility after being out of facility for 31 to 60 days |
| Move in Date | Requesting enrollment in ALW after receiving a pend notice from the reviewing nurse. This includes Roll-Comm applications that will enroll as of the date a complete application is received by DHCS. |
| IN | Informing Notices |
| CCA Change | CCA Change |
| Facility Change | Facility Change |
| RA | Re-assessments |
| RA-TC | Re-assessments w/Tier Change |
| Add 'Resubmit' to IA SNF or IA Roll-Comm subject lines | Resubmitting an updated, complete application at the request of the prescreening or nurse review staff for major corrections or missing significant required pieces of the application. This is the one that starts the application clock over again. AT and ISP should be within 90 days of the resubmission. |
| RN Request | Returning a single piece of information requested by a reviewing nurse such as an updated ISP that did not address a medical need or clarification of medical information for example. |
| PER | Pend Extend Request - Requesting extension of the 6 month pend |
| Follow-up | General questions |
| Status Check | Checking status of a single case submitted over 60 days |

3. Emails that do not follow this format will receive this message:
The email you sent <date/time> has been deleted unopened because the ALW Assessment Inbox cannot receive any email containing PHI in the subject line or the message subject line did not use a subject format that has been previously approved for use. Please resend your message with the correction.
4. All attachments should be encrypted with a password. Preferably the attachment file name is that of the Client.
5. Do not include PHI in the body of the email unless sent through encryption software.
6. The body of an unencrypted email cannot include more than one form of PHI. Use CINs instead of names.
7. Each email should only pertain to one client, not multiple clients.