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
IA SNF	Initial Assessment - SNF
IA Roll Comm	Initial Assessment – Rollover/Community
Waitlist Request	Waitlist request form
Waitlist Request (APS)	Waitlist request form with APS documentation
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 w/ Residential Habilitation	Re-assessments w/ Residential Habilitation
RA-TC	Re-assessments w/Tier Change
Residential Habilitation	Residential Habilitation
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.
Follow-up	Follow-up to a previous email from DHCS or pertaining to a beneficiary
Status Check	Checking status of a single case submitted over 14 days ago

3. Do not include **TWO** forms of PHI in the body of the email unless sent through encryption software.
4. Each email should only pertain to one client, not multiple clients.

PROCESS FOR SUBMISSION OF EMAILS TO DHCS ALWP IR INBOX

All emails to the ALWP IR 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
Facility Name-Level #-IR	Incident Reports at a level 2 or higher
Disenroll	Disenrollment notice –include date and reason in the email
DR	Death Report
CWE	Close without enrollment –include date, beneficiaries initials and CIN
QSR	Quarterly Report
Follow-up QSR	Follow-up related to QSR
Follow-up	General Questions and Staff Changes
Status Check	Checking status of multiple cases submitted over 60 days using the Status Research Template

3. Do not include **TWO** forms of PHI in the body of the email unless sent through encryption software.
4. Each email should only pertain to one client, not multiple clients.