



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
Aging and Long-Term Support Administration
PO Box 45600, Olympia, Washington 98504-5600

June 9, 2023

AL TSA: AFH #2023-024
AL TSA: ALF #2023-020
AL TSA: CCRSS #2023-014
AL TSA: ESF #2023-018
AL TSA: ICF/IID #2023-011
AL TSA: NH #2023-027

**UPDATE ON RCS TRANSITION TO PAPERLESS WORK: USE OF EMAIL AND FAX TO
SUBMIT DOCUMENTS TO RCS**

Dear Administrator/Provider/Superintendent:

On March 23, 2023, Residential Care Services (RCS) sent [a letter](#) about the end of our electronic fax (eFax) pilot and transition to permanent use of eFax to send documents to long-term care (LTC) providers. As RCS continues to transition to paperless work, we have made the following changes to how LTC providers should submit documents to RCS:

- All LTC providers may send requests for Informal Dispute Resolution to a dedicated RCS email address RCSIDR@dshs.wa.gov.
- All LTC providers may send correspondence and documents to the office fax or regional dedicated email.
- Adult Family Homes (AFH), Assisted Living Facilities (ALF), Enhanced Services Facilities (ESF), Certified Community Residential Supports and Services providers (CCRSS), and Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID) may return plans of correction and attestations to the office fax or regional dedicated email as indicated below.

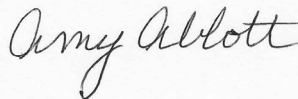
Please clearly indicate the name of the person who should receive your document.

Region	RCS Office	FAX #	Email
1	Union Gap 1200 Alder St. Union Gap, WA 98903	(509) 454 4160	rcsregion1email@dshs.wa.gov
	Spokane 8517 E Trent Ave, Suite 102 Spokane Valley, WA 99212-2329	(509) 921 2426	
2	Arlington 3906 172nd St. NE #100 Arlington, WA 98223	(360) 651-6940	rcsregion2email@dshs.wa.gov
	Lynnwood 20311 52nd Ave W Lynnwood, WA 98036	(206) 971-6791	
	Kent 20425 72nd Ave S, #400 Kent, WA 98032	(253) 395-5071	

Region	RCS Office	FAX #	Email
3	Lakewood Lakewood, WA 98499	(253) 589-7240	rcsregion3email@dshs.wa.gov
	Tumwater 6639 Capital Blvd. SW Tumwater, WA 98501	(360) 664-8451	
	Vancouver 800 NE 136th Avenue, Suite 220 Vancouver, WA 98684	(360) 992-7969	
IDR	Lacey PO Box 45600 Olympia, WA 98504-5600		RCSIDR@dshs.wa.gov

Thank you for supporting RCS transition to paperless work. If you have any questions, please contact Katherine.Ander@dshs.wa.gov.

Sincerely,



Amy Abbott, Director
Residential Care Services

DSHS: "Transforming Lives"