



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**

Home and Community Living Administration  
P.O. Box 45600 • Olympia, Washington 98504

February 26, 2026

Amended March 2, 2026

HCLA: AFH #2026-008  
HCLA: ALF #2026-010  
HCLA: CCRSS #2026-004  
HCLA: ESF #2026-008  
HCLA: ICF/IID #2026-002  
HCLA: NH #2026-009

**Submission of Plan of Correction, Attestation of Correction, and Informal Dispute Resolution Requests**

Dear Provider/Administrator/Superintendent:

The Department of Social and Health Services (department) received several questions regarding plans of correction and attestations. This letter is to provide clarification regarding the proper submission of Plans of Correction (POC), **Attestation of Correction (AOC)**, and the process for requesting an Informal Dispute Resolution (IDR).

**Plans of Correction/Attestations of Correction**

Depending on facility type, all POCs or **AOCs** must be submitted directly to your assigned Field Manager's office. POCs/ **AOCs** that are sent to other units or offices cannot be processed and must be rerouted, which may result in delays and could impact timelines. To ensure timely review and approval, please verify that your submission is sent to the correct Field Manager's Office. The email and fax number for your assigned Field Manager is located on the cover letter received with the Statement of Deficiencies, under the Plans of Correction section. **There have been no changes to the process in which the POCs or AOCs are submitted.**

**For clarification of POC/AOC regulatory requirements by program:**

- **AFH:** Return attestation of correction statements to the department within 10 calendar days of receiving the report. [WAC 388-76-10930](#).
- **ALF:** Return attestation of correction statements to the department within 10 calendar days of receiving the report. [WAC 388-78A-3152](#).
- **ESF:** Send written plans of correction signed and dated to the department within 10 working days from the receipt of the inspection report. [WAC 388-107-1420](#).
- **CCRSS:** Send the plans of correction to the department within 10 calendar days of receiving the report. [WAC 388-101-3160](#).
- **ICF/IID:** Submit the written plan of correction in 10 calendar days to the department. [WAC 388-101-3160](#) or [WAC 388-97-4380](#), [SOM Appendix J](#), and [HCLA ICF/IID #2025-009](#).
- **NH:** Submit the plan of correction in 10 calendar days of notification of the cited deficiencies, using ePOC per [WAC 388-97-4380](#), [SOM Appendix PP](#), and [HCLA NH #2025-034](#).

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### **Informal Dispute Resolution Requests**

Requests for Informal Dispute Resolution must be submitted using the online IDR request form. The IDR online request form and instructions can be found on our website: [Informal Dispute Resolution \(IDR\) | DSHS](#)

Submitting POCs, AOCs, and IDR requests through the correct channels is essential to avoid processing delays and to support timely resolution. Your attention to these procedures and cooperation in helping to maintain efficient and accurate processing is greatly appreciated.

Thank you for your continued commitment to client health and safety. If you have questions or need assistance accessing the online IDR request form, please contact your assigned Field Manager.

Sincerely,



Amy Abbott, Director

Residential Care Services

DSHS: *"Partnering with People"*