



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

May 10, 2017

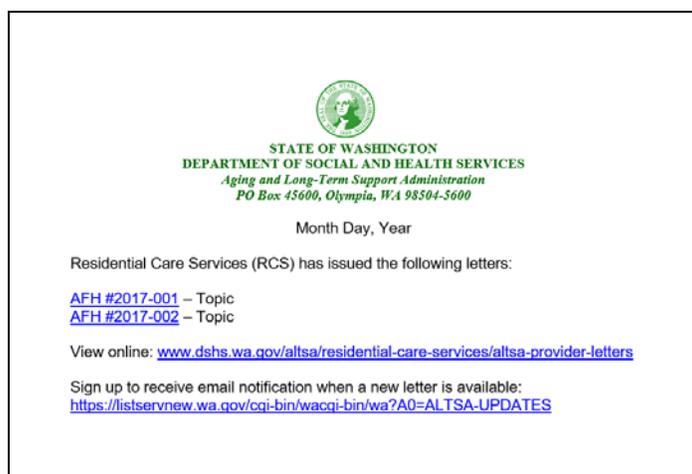
AL TSA: NH #2017-012
ELIMINATION OF HARD COPY LETTERS

Dear Nursing Facility/Home Administrator:

Recently the Department re-evaluated the efficiency and effectiveness of its method in corresponding with administrators through dear provider (DP) letters. As you are aware, the Department mails the DP letter to the administrator and will post an electronic copy of the DP letter to the ALF professional provider webpage.

The Department has received feedback from stakeholders that the DP letters go unread, are misplaced or providers have been receiving the letters later than they are available electronically. Taking this into consideration, along with the significant cost of mailing DP letters, the Department is excited to announce a transition plan to eliminate mailing DP letters by June 2018.

Beginning June 2017, instead of receiving DP letters by mail, you will receive a post card informing you that a DP letter has been posted electronically to the NH professional page for your review (see sample postcard below). In June 2018, the post cards will be phased out, at which point the DP letters will only be posted electronically. If you subscribe to our Listserv, you will continue to receive notification of DP letters when they are released.



As a reminder, it is the administrator's responsibility to review the DP letters for information that impacts the operation of the home.

Dear NH Administrator

May 10, 2017

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An electronic copy of the DP letters can be found on the NH professional provider webpage at: <https://www.dshs.wa.gov/altsa/residential-care-services/information-nursing-home-professionals>. It is important that you frequently check the website for any changes/updates.

In addition to administrator letters, there is also information on the page specific to the operation of NHs, such as training requirements, background check information, and information on the electronic plan of correction or ePOC.

If you choose, you can subscribe to the Listserv and a link to the electronic DP letter will be sent to you directly when the letter is issued. To subscribe for this service, visit:

<https://www.dshs.wa.gov/altsa/residential-care-services/altsa-provider-letters?type=NH>

- At the top of the page in the yellow box, click "Subscribe to our Listserv"
- At the right of the page, in the "Options" box, click "Subscribe or Unsubscribe"
- Enter your name and email address, then scroll down to the topics section and select those for which you wish to receive notifications
- Be sure to click "Subscribe (ALTSA-UPDATES)" at the bottom of the page to complete the subscription process.

If you have any questions, please contact Charles Demler at (360) 725-2581. Thank you for your continued commitment to the health, safety, and well-being of our residents.

Sincerely,



Candace Goehring, Director
Residential Care Services

"Transforming Lives"