



Care Coordination Email Template Guide when reaching out to HCS/AAA and Nursing Facility Case Managers (NFCM)

EMAIL TEMPLATE

What should emails include when reaching out to the assigned case manager:

- **Subject Line:** Care Coordination request and client initials
 - **Body of email:**
 - Client name
 - Client P1
 - Short summation of need for care coordination and how MA/MCO plan can partner with assigned HCS/AAA and NFCM for transition planning.
 - Contact information for the assigned contact at MA/MCO plan for continued care coordination.
- ❖ To escalate if you are not receiving a response: You can reach out to MCSCsupport@dshs.wa.gov