

PROCESS FOR SUBMISSION OF EMAILS TO DHCS ALWP IR INBOX

1. No PHI in subject line (i.e.: bene CIN/name/initials/etc.)
2. Use the following subject lines ONLY:

Use Subject Line	For
Disenroll	Disenrollment
Facility Name-Level #-IR	Incident Reports
DR	Death Reports
CWE	Closed w/o Enrollment
QSR	Quarterly Summary Reports
Follow Up	General questions
Staff Changes	Any change in ALW staff

3. Emails that do not follow this format will receive this message:

“The email you sent <date/time> has been deleted unopened because the ALW IR Inbox cannot receive any emails containing PHI in the subject line or the message subject line did not use a subject format that has been previously approved for use. Please resend your message with the correction.”

4. All attachments should be encrypted with a password.

Disenroll, IR, DR, CWE and Follow Up:

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

QSR:

- Name the attachment Quarter number and Year (for example: Q3 2015).