

**DEPARTMENT OF SOCIAL AND HEALTH SERVICES
MEDICAL ASSISTANCE ADMINISTRATION
Olympia, Washington**

To: All Providers
Managed Care Organizations
Billing Agents, Clearinghouses
Tribal Health Organizations

Memo # No: 10-21
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From: Douglas Porter, Assistant Secretary
Health and Recovery Services
Administration

For further information, go to:
<http://hrsa.dshs.wa.gov/contact/default.aspx>

Subject: New Email Distribution List to Communicate Critical Information to Providers

Effective immediately, the Department of Social and Health Services (the Department) is transitioning from paper postcard notifications to electronic email notifications using LISTSERV®. These email distribution lists will inform the provider community of:

- Changes to program specific Billing Instructions;
- Changes to existing Washington Administrative Code (WAC);
- Mass adjustments in claims payments;
- Rate changes;
- Planned System Outages; and
- Clinical Research.

What Is Changing?

Effective immediately, the Department will be moving from paper postcard notifications to an electronic email distribution list. Email distribution lists quickly and cost-effectively send information in one email to many subscribers that have asked to receive information by email. Providers will be proactively notified of key changes and updates such as policy, billing, rate changes, planned system outages, and mass adjustments to claims.

How is This Different Than ProviderOne Emails I Already Receive?

These email distribution lists are different from the ProviderOne email distribution list, currently used to communicate important messages regarding ProviderOne. When ProviderOne is fully implemented, the ProviderOne email distribution list will no longer be used.

Who Is Affected by This Change?

This change will affect all providers, organizations, clinicians, billing staff and IT professionals that conduct business with the Department.

What Are the Benefits?

The benefit of subscribing to the email distribution list is to receive information directly through email. This approach helps to ensure that the right information will reach the right staff. The use of the email distribution list will enable the Department to proactively notify staff and provide links to important information. This process is efficient and cost effective for both the Department and the provider community.

Effective June 30, 2010, the Department will discontinue notification by postcard. The email distribution list is intended to replace mailed postcards.

How Do I Sign Up for the New Listserv?

Providers can subscribe or unsubscribe from the email distribution list at any time. There is no charge for this service.

To subscribe to the email distribution list visit the Department online at: <https://fortress.wa.gov/dshs/hrsalistsrvsignup/>. Then select as many provider categories as needed by clicking the box next to the topic description. Then click the “Subscribe” button at the bottom of the page.

The list of 21 specific provider groups includes the following:

- Clearinghouses and Billing Agents;
- Clinicians, Performing Physicians, Family Practice, Chiropractic and EPSDT;
- Dental;
- Durable Medical Equipment, Medical supplies, Oxygen, Prosthetic, Audiologists ;
- Family Services, Maternity and Family Planning;
- Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs);
- HRSA policy changes;
- Hospice and Home Health;
- Hospitals, Institutions, Dialysis Centers, Inpatient-Mental Health and Mental Health-Rehab;
- Laboratories, Blood Banks and Radiology;
- Mental Health and RSNs;
- Managed Care, Health Plans and Prepaid Health Plans;
- Nursing Homes;
- Pharmacy;
- Physical, Occupational and Speech Therapy;
- School-Based Healthcare;
- Substance Abuse and Chemical Dependency;
- Transportation and Interpreter Services;
- Tribal;
- Vision/Hearing;
- All (If you select this topic, you will receive all LISTSERV® messages)

After clicking “submit”, a confirmation email will be sent to the email address that was submitted that verifies subscription and the categories subscribed to. To confirm your subscription, click the link in the email. You may unsubscribe from the email distribution list at any time after the subscription is submitted. If you have difficulty with this process, please contact the Department at 1-800-562-3022.

How Can I Get the Department/HRSA Provider Documents?

To download and print the Department/HRSA provider numbered memos and billing instructions, go to the Department/HRSA website at <http://hrsa.dshs.wa.gov> and click the ***Billing Instructions and Numbered Memorandum*** link.