



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

November 28, 2022

AL TSA: AFH #2022-053  
AL TSA: ALF #2022-050  
AL TSA: CCRSS #2022-031  
AL TSA: ESF #2022-038  
**RCS TRANSITION TO PAPERLESS WORK – USE OF ELECTRONIC FAX  
TO DELIVER NOTICE**

Dear Administrator/Provider:

This letter is to share information about the Residential Care Services (RCS) transition to paperless work as it applies to delivery of Statements of Deficiency (SOD) and/or Enforcement letters for community Long-Term Care (LTC) settings.

Starting November 15, 2022, RCS began trial use of an electronic fax (E-Fax) service to deliver SOD and/or Enforcement letters to some Adult Family Home (AFH) providers, Assisted Living Facilities (ALF), Enhanced Services Facilities (ESF) and Certified Community Residential Supports & Services (CCRSS) providers.

The trial will take place in Regions 1, 2 and 3 through December 31<sup>st</sup>, 2022. The E-fax trial will determine if SOD and/or Enforcement letters can be delivered to providers using E-Fax so that:

- Timely notice of SOD and/or Enforcement letters is delivered and received
- RCS paper processes can transition to electronic process

**WHAT YOU NEED TO KNOW**

- If you are selected for the E-Fax trial:
  - An RCS staff person will reach out to confirm your fax number.
  - Documents will be faxed to you over email using the E-fax service.
  - You will receive the faxed documents on your regular fax machine.
  - You may receive a follow up call or email asking you to evaluate your experience receiving RCS documents over E-Fax.
- There is no change to how you should respond to SOD or Enforcement letters. Follow directions outlined in the Enforcement letter to respond to your SOD.
- If you do not have a Fax number, documents will be sent to you by certified mail. You are not required to purchase, use, or have a Fax Machine.
- If your Fax number has changed or is new, please submit the change information form to the Business Application Unit.

Thank you for supporting RCS transition to paperless work. If you have any questions, please contact [Katherine.Ander@dshs.wa.gov](mailto:Katherine.Ander@dshs.wa.gov).

Sincerely,

Amy Abbott, Director  
Residential Care Services

DSHS: "Transforming Lives"