



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

May 9, 2025

ALTSA: AFH #2025-014
ALF #2025-011
ESF #2025-009

PROVIDER SIGNATURES REQUIRED ON CARE SERVICE SUMMARIES

Dear Administrator or Provider:

This Dear Provider Letter (DPL) was created as a joint effort between Residential Care Services (RCS) and Home and Community Services (HCS) to remind and stress the importance of administrators and providers signing and returning the Comprehensive Assessment Reporting Evaluation (CARE) Service Summaries to HCS case managers.

In 2019, RCS issued the following DPLs on the need to sign and return CARE Service Summaries to HCS case managers: [AFH #2019-009 Provider Signature on CARE Service Summary](#)
[ALF #2019-010 Provider Signature on CARE Service Summary](#)
[ESF #2019-004 Provider Signature on the CARE Service Summary](#)

RCS and HCS have identified there are many new administrators and providers that have become Medicaid contractors since the original DPL was issued. Thus, the purpose of this letter is to revisit the importance of signing and returning the CARE Service Summary to the HCS case manager.

HCS must comply with 42 CFR 441.540(b)(9), which requires all person-centered service plans to “be finalized and agreed to in writing by the individual and signed by all individuals and providers responsible for implementation.” This also helps ensure the facility is aware of the care needs of the residents.

For residents whose payment source is Medicaid, the case manager will request a signature on the resident’s completed CARE Service Summary. When a signature is requested, please have an appropriate representative from the facility or home sign the service summary and promptly return the signed signature page to the case manager using a secure method protecting the residents’ health information (e.g. secure email, fax, or mail). Administrators or providers will need to determine an appropriate representative of the home or facility to sign the CARE Service Summary.

Thank you for your continued commitment to resident health and safety.

If you have any questions, regarding this process, please contact Anna Mitchell, Interim Care Management Unit Manager at 360-399-9503 or Anna.Mitchell@dshs.wa.gov. If you have questions about anything listed on the CARE Service Summary, please contact the resident’s case manager.

Sincerely,

Amy Abbott, Director
Residential Care Services

DSHS: “Partnering with People”