



**The Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Department of Public Health**  
**Bureau of Health Care Safety and Quality**  
**99 Chauncy Street, 11<sup>th</sup> Floor, Boston, MA 02111**  
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**Circular Letter: DHCQ 12-8-563**

**TO:** Home Health Care Administrators

**FROM:** Madeleine Biondolillo, MD  
Director, Bureau of Health Care Safety and Quality

**DATE:** August 15, 2012

**RE:** Electronic Transmission of Correspondence – Listserv

The Bureau is transitioning to a new method of transmitting circular letters and other significant notifications to Home Health Agencies. Listserv will provide more timely information while reducing communication costs, and after September 5, 2012, it will be the standard means of communication from the Bureau. The list will only transmit circular letters and information that may be time sensitive or may affect your operations.

In order to implement Listserv, each facility must subscribe to the service. Please choose two people to receive communications, one of whom should be the Agency Administrator and the other should be a back up clinical manager. Once submitted, Listserv automatically enters your email addresses onto a distribution list. To subscribe,

**Each person must send an email with no text and only the subject line “Home Health Agency Listserv” to:**  
[subscribe-dph\\_hha@listserv.state.ma.us](mailto:subscribe-dph_hha@listserv.state.ma.us)

Your facility will be responsible for keeping your email addresses, the administrator and back-up clinical manager names current. If there is a change in personnel or email address(es), please do the following to ensure a seamless transition:

- 1. The person leaving must send an email with no text and only the subject line “Home Health Agency Listserv Change” to:**  
[leave-dph\\_hha@listserv.state.ma.us](mailto:leave-dph_hha@listserv.state.ma.us)
- 2. The replacement must send an email with no text and only the subject line “Home Health Agency Listserv Replacement” to:**  
[subscribe-dph\\_hha@listserv.state.ma.us](mailto:subscribe-dph_hha@listserv.state.ma.us)

Please note the underscore between dph and hha (dph\_hha).

Your facility should subscribe to Listserv no later than **August 29, 2012**. From that point forward, communications will originate from “donotreply@state.ma.us”.

If you have any questions, please email them to [DPH.DHCQ@massmail.state.ma.us](mailto:DPH.DHCQ@massmail.state.ma.us) with the subject line Home Health Agency Listserv and they will be answered promptly.

**Circular letters will also continue to be posted on the Division of Healthcare Quality website [www.mass.gov/dph/dhcq](http://www.mass.gov/dph/dhcq)**

