



COMMISSIONER  
Adelaide Horn

January 9, 2007

To: Nursing Facilities, Assisted Living Facilities, Adult Day Care Providers, Intermediate Care Facilities for Persons with Mental Retardation or a Related Condition, and Home and Community Support Services Agencies

Subject: **Provider Letter #07-01** – Changes to Toll-Free Announcements and Incident Voicemail Reporting System

To better accommodate providers utilizing the DADS toll-free hotline to report incidents, changes have been made to the incident voicemail reporting system and the incident voicemail scripts. After calling (800) 458-9858 and selecting option 5 from the main menu, providers will now hear the following announcement:

Attention facility staff: To report a crisis of an immediate nature, including death under unusual circumstances or an incident of a sexual nature, between the hours of 8 a.m. and 5 p.m. Monday through Friday, press 1 now. If you are a nursing home, assisted living facility, or adult day care provider, press 2. If you are an ICF-MR provider, press 3. If you are a home health, personal assistance services, or hospice provider, press 4.

After selecting the appropriate option, providers should follow the instructions outlined in the appropriate DADS Nortel Incident Voicemail Script. The most current voicemail scripts for each provider type can be accessed at the following links:

- [Nursing Facility \(NF\), Assisted Living Facility \(ALF\), and Adult Day Care \(ADC\)](#)
- [Intermediate Care Facility for Persons with Mental Retardation or a Related Condition \(ICF-MR/RC\)](#)
- [Home and Community Support Services Agency \(HCSSA\)](#)

Alternately, providers can contact DADS Complaint Intake at (800) 458-9858 to request a copy of the desired DADS Nortel Incident Voicemail Script.

Sincerely,

[signature on file]

Veronda L. Durden  
Assistant Commissioner  
Regulatory Services

VLD:ca