

### Process Reminders: Fax Submission Best Practices

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#### Always Submit Documentation Using the Program Fax Coversheet with QR Code

Always be mindful that the system routes any received faxes based on the QR code located on the coversheet. **It is essential to only submit documents only using the fax coversheet that applies to your program.**

Do not include either your own or your organization's fax cover sheet to the front of the set of pages you're submitting. Only use the program-specific fax coversheet with the QR Code as the top page of your faxes. Using any other fax cover sheet will only delay how quickly the submitted materials reach the correct support team for your program and will also delay processing of the Level I.

#### Don't have a copy of the program fax coversheet?

If you need a current version of your program's fax coversheet, **check your program's Tools & Resources website, or contact the Help Desk.**

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#### Send Separate Fax Submissions for Each Individual

Whenever you need to submit information for more than one person, **always send separate fax submissions for each individual.** Including documents for more than one person raises several issues including:

- A person's information being incorrectly filed for a different individual
- Potential risk of PHI (Protected Health Information) exposure
- Staff missing the information provided for some of the individuals submitted
- A delay in completing the clinical review for the individual

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#### Make Sure Individual and Program are Visible

Before submitting a fax, always make sure the individual's name and the program are clearly identified on the document.

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### **Use Scanned Documents**

When faxing existing materials such as a handwritten document, do not use a photo of the document. In these instances, the document should always be scanned.

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