



COMMUNICATION STRATEGIES for SERVICE PROVIDERS

Strategy 1: Reference Available Resources

- NLACRC website: <https://www.nlacrc.org/>
- NLACRC Vendor Portal
- DDS website: <https://www.dds.ca.gov/>

Strategy II: Communication with NLACRC

- Dedicated topic-specific emails, such as: Contract&Compliance@nlacrc.org, AdmissionAgreementQNA@nlacrc.org, VendorPortal@nlacrc.org
- Staff Directory with alpha distribution for Non-Case Management
- Management Escalation Procedure
- Best Practices
 - Standard Required Information: example vendor name and number, UCI
 - Indicate Status in Email Subject/Voicemail to correlate with requested response time frame:
 - “Low” – does not require NLACRC action, submission of reference material; example: New program brochure, Updated provider staff list, Request for IPP meeting (to be scheduled within 30 days)
 - Example: No response needed within 72 hours
 - Moderate – NLACRC response within 48-72 business hours
 - Example: Requesting meeting with NLACRC staff, Follow-up related to missing POS (Typical NLACRC response within 48 hrs)
 - Example: Submission of requested documents (Vendorization Documents, Assessment Reports), further discussion of non-reportable SIR (Typical NLACRC response within 72 hrs)
 - High – NLACRC response within 24 hours
 - Example: Health & Safety concern
 - **For any emergency, call 911.**
 - Adhere to Title 17, 54327 Reporting Requirements for SIRs (Verbal notice within 24 hours and Written Submission within 48 hours)