

**CSHCS LHD Email Communication**

<b>Date</b>	02/07/2024
<b>Email Type</b>	Alert
<b>Subject</b>	<ul style="list-style-type: none"> <li>▪ Document Turnaround Times</li> </ul>

<b>Contact</b>	<b>Name/Department</b>	<b>Phone</b>	<b>Email Address</b>
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As of January 1, 2024, Children’s Special Health Care Services officially began accepting documents relative to the A26 expansion. The Customer Support Section has been monitoring the processing of an unprecedented increase in document submissions. After discussion with staff, we have decided to increase the turnaround times for processing documents.

Please see the attached document with revised turnaround times. This will be effective immediately. We will continue to monitor and reevaluate as necessary.

If you are experiencing longer than usual response times, please refer to the turnaround times document first. Please direct any questions you may have to the contacts listed above.

We hope this is helpful. We appreciate your patience during this transition.

Thank you!