



**Area Agency on Aging - Region 9, Inc.**  
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*Serving Ohio's Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson,  
Muskingum, and Tuscarawas counties for over 40 years*

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## **Procedures for Sending Email to AAA9 Staff**

For operational efficiency and to improve our communication processes, we will begin accepting service notifications and other required business related correspondences via email effective February 25, 2016. For confidentiality and efficiency; however, we will ONLY accept email from senders who send us encrypted messages utilizing the following procedures:

All email must be sent encrypted using Zixmail, our secure email service. You can register for our account by following this link: <https://web1.zixmail.net/s/e?b=aaa9&m>

You can also access the Zixmail registration page by clicking on the “Send a Secure Email” link on our website ([aaa9.org](http://aaa9.org)). **Registering for this service does not cost you anything.**

**Do NOT send an email to individual employees.** Email notices must go to the designated address below for the targeted unit. Those addresses are as follows:

**Case Management—[casemanagement@aaa9.org](mailto:casemanagement@aaa9.org)**

**Service Scheduling—[initialreferral@aaa9.org](mailto:initialreferral@aaa9.org)**

**PAR/Desk—[par@aaa9.org](mailto:par@aaa9.org)**

**Provider Relations—[providerrelations@aaa9.org](mailto:providerrelations@aaa9.org)**

General Inquiries not containing Protected Health information (PHI) may be sent to [aaa9@aaa9.org](mailto:aaa9@aaa9.org).

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For Case Management please type the name of the consumer and the consumer ID# (when you have it) your email is regarding in the Subject line. Please refer to the attached list of what information you are allowed to email and what you are not allowed to email.

For emails not intended for case management or a specific individual, simply type “**General Notification**” in the Subject Box and send to the appropriate email address listed above. State your message clearly and succinctly in the message body and always include your name and contact information. Be specific.

Also attached are forms that may be initiated and sent by the case manager and some that can be initiated by the case manager or by you, the provider. Please refer to page three (3) for the list of forms and who can initiate it.

Send your questions, comments, suggestions to [aaa9@aaa9.org](mailto:aaa9@aaa9.org).

## **What information can be communicated via email:**

- Routine Information
  - Bid requests
  - Falls without injuries
  - Initial referral acceptance or decline
  - Permanent changes with approval of case manager
  - Reassessment continuation/routine service orders
  - Service adjustments
  - Temporary changes

## **What information can NOT be communicated via email:**

- Time-sensitive Information
  - Any suspicion/report of abuse, neglect or exploitation
  - Change in mental status
  - Decline in health status or any significant change
  - Drug/illegal activity
  - Falls with injury
  - Health and safety issues
  - Hospital/nursing facility admissions and/or discharges
  - Request for approvals of additional services
  - Thefts
  - Transportation request

## **List of Attached Forms**

Below is a list of the attached forms and who can initiate them.

### **Name of Form**

AAA9 Consumer Service Information  
Bid Sheet Chore and MHM (Minor Home Modification)  
Bid Sheet Home Medical Equipment  
Change in Scheduled Services  
PASSPORT Referral Documentation Form  
Transportation Communication Form

### **Who Can Initiate It**

Case Manager  
Case Manager  
Case Manager  
Case Manager or Provider  
AAA9 Schedulers  
Case Manger or Provider