

**Provider Agreement
For Electronic (Email) Communications with
Department of Health Services (DHS) Division of Quality Assurance (DQA)
Corporate Guardianship Program (CGP)**

Read this form carefully before signing.

- This agreement must be signed by the owner or program manager of the corporate guardianship entering into this agreement.
- This agreement shall remain in effect until any of the corporate guardianship information below changes, at which time a new agreement must be executed.

Corporate guardianship name: _____

Recipient(s) for approval documents, plans of correction (POC) documents, withdrawal of approval documents, training opportunity announcements, and annual report notices:

Program manager's name: _____

Program manager's email address: _____

Additional recipient name (optional): _____

Additional recipient email address: _____

By signature of the corporate guardianship's owner or program manager below, the corporate guardianship agrees to:

1. Accept electronic (email) service of DQA communications originating from DHSDQACGuardianship@dhs.wisconsin.gov and other email addresses ending in @dhs.wisconsin.gov at all email addresses affiliated with the corporate guardianship. CGP recommends that corporate guardianship employees check incoming email daily to ensure timely receipt of messages.
2. Respond to all complaint investigation email inquiries by the end of the next business day in accordance with Wis. Admin. Code [§ DHS 85.05\(4\)](#).
3. Not alter PDF approval, POC, and withdrawal of approval documents.
4. Acknowledge receipt of approval, POC, and withdrawal of approval via read receipt or reply email to the sender.
5. Notify DHS promptly of any change in the corporate guardianship's owner/program manager.
6. Accept and adhere to the following terms:
 - a. The effective date of service for POC and withdrawal of approval is the date the transmitting email message is sent from DQA to the program manager named above.
 - b. Failure by the program manager to open the transmitting email does not delay or alter the effective date of service for POC and withdrawal of approval.
 - c. The corporate guardianship acknowledges that it has the ability to open and read PDF documents. If the program manager is unable to open or view a file sent by DHS, it is incumbent upon the corporate guardianship to notify the CGP to request a new file.

Signature – Owner or program manager

Date signed