



Division of Acute and Ambulatory Care  
Exception Request Instructions

**Effective October 1, 2014** the Division of Acute and Ambulatory Care (DAAC) is converting to a more user friendly and uniform exception request process. In the past, DAAC has accepted exception requests submitted by mail, email and fax, and multiple submissions of a single request. The process outlined below is intended to facilitate the documentation, submission and review of requests for exceptions.

**All DAAC Exception requests must be submitted electronically to [ra-paexcept@pa.gov](mailto:ra-paexcept@pa.gov), which has been created to receive ONLY exception requests.**

The DAAC Exception Request form is available on the Department of Health website. The person appointed by the Governing Body to be in charge of the facility must sign the form. Electronic signatures are acceptable.

The instructions below provide all the information for proper electronic submission of the completed, signed form and the additional supporting information required for a DAAC Exception request.

1. Enter “**DAAC Exception Request**” in the **subject** line of the e-mail.
2. Submit the completed, signed request form and all information required for the complete exception request(s) as attachment(s) to the e-mail. The text or body of the e-mail is not considered part of the request. The completed request form and all supporting information must be attached as one document in pdf format.
3. The size of a single submission, including all attachments, must not exceed 10MB (megabytes), which equals approximately 90 single pages.
4. All information that relates to a single Exception Request must be combined into one pdf attachment unless the total size of the attachments exceeds 10 MB. If the size of the attachment for an Exception Request exceeds 10MB, the request for that exception should be submitted as more than one email. See instructions for naming attachments in item 6 below.
5. A single e-mail may be used to submit multiple Exception Requests; however, separate pdf attachments should be attached for each request. A completed request form and all supporting information must be attached as one document in pdf format for each request.
6. Please name the Exception Request **attachments** using this naming format (note examples below):

- a) Facility Name
- b) Facility ID/State License Number
- c) Month Request is Sent (MM)
- d) Year Request is Sent (YYYY)
- e) "Request" *Number* (This is always the number 1 unless multiple requests are submitted in one email. For multiple requests, continue numbering each request 2, 3, 4...)
- f) "Attachment All" (write "Attachment All" if all documentation for a single request is contained in 1 pdf attachment) **-OR-** "Attachment" *Number* (For multiple attachments relating to the same request, number each attachment 1, 2, 3...)

**Examples:**

- Any Hospital in Pennsylvania 111101 Jun 2014 Request 1 Attachment All.pdf
  - Another Hospital in Pennsylvania 222201 Oct 2014 Request 1 Attachment 1.pdf
  - Another Hospital in Pennsylvania 222201 Oct 2014 Request 1 Attachment 2.pdf
  - Another Hospital in Pennsylvania 222201 Oct 2014 Request 2 Attachment All.pdf
7. Submit all Exception Request e-mails to: [ra-paexcept@pa.gov](mailto:ra-paexcept@pa.gov). Please allow 2 business days for confirmation that the Exception Request has been received. If no confirmation is returned within that time, please call the DAAC central office at 717-783-8980 regarding the status of the submitted Exception Request.
  8. Documents that cannot be scanned and saved as a pdf file (ex: blueprints) for emailing can be mailed to the Division of Acute and Ambulatory Care Office at the following address. Division of Acute and Ambulatory Care, 625 Forster Street, H&W Building, Room 532, Harrisburg, PA 17120-0701.
  9. All Exception Requests received by COB the last Friday of the month will be reviewed at the next month's Exceptions meeting. Exceptions meetings are held the third Wednesday of each month.

The department will issue further notification of additional procedural changes required to fully implement this new process.