



**The Commonwealth of Massachusetts**  
**Executive Office of Health and Human Services**  
**Department of Public Health**  
**Bureau of Health Care Safety and Quality**  
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**Circular Letter: DHCQ-12-10-575**

**TO:** CLIA Administrators

**FROM:** Madeleine Biondolillo, MD  
Director, Bureau of Health Care Safety and Quality

**DATE:** October 1, 2012

**RE:** Electronic Transmission of Correspondence – ListServ

The Bureau is moving to Listserv as the method of transmitting circular letters and other significant notifications to licensed healthcare facilities in the state. This will improve communications and reduce costs. The Bureau is issuing CLIA circular letters in batches because of the large number of laboratories. As a result, the deadlines will vary depending on the timing of your notification. After November 15, 2012, Listserv will be the standard means of communication from the Bureau for your laboratory. The list will only transmit circular letters and information that may be time sensitive or may affect your operations.

In order to implement Listserv, each laboratory must subscribe to the service. Please choose two people to receive communications, one of who should be the CLIA Administrator and the other should be a back up clinical manager. Once submitted, Listserv automatically enters your email addresses onto a distribution list. To subscribe,

**Each person must send an email with no text and only the subject line “CLIA Listserv” to:**  
[subscribe-dph\\_clia@listserv.state.ma.us](mailto:subscribe-dph_clia@listserv.state.ma.us)

CLIA Administrators and back-up clinical managers are responsible for keeping their information current. If there is a change in personnel or email address(es), please do the following to ensure a seamless transition:

**1. The person leaving must send an email with no text and only the subject line “CLIA Listserv Change” to:**  
[leave-dph\\_clia@listserv.state.ma.us](mailto:leave-dph_clia@listserv.state.ma.us)

**2. The replacement must send an email with no text and only the subject line “CLIA Listserv Replacement” to:**  
[subscribe-dph\\_clia@listserv.state.ma.us](mailto:subscribe-dph_clia@listserv.state.ma.us)

Your laboratory should subscribe to Listserv no later than **October 31, 2012**. From that point forward, communications will originate from “donotreply@state.ma.us”.

If you have any questions, please email them to [DPH.DHCQ@massmail.state.ma.us](mailto:DPH.DHCQ@massmail.state.ma.us) with the subject line CLIA Listserv and they will be answered promptly.

**Circular letters will also continue to be posted on the Division of Healthcare Quality website [www.mass.gov/dph/dhcq](http://www.mass.gov/dph/dhcq)**