



CHOICES Critical Incident Investigation Report

Please note: Completed internal investigation documentation must be submitted to the Amerigroup Community Care Quality Management department (fax 1-877-423-9976) within 20 days after the date of the incident except under extenuating circumstances, in which case submission must occur within no more than 30 days.

CHOICES Member Information:

Last Name:	First Name:	Social Security Number:
Date of Birth:	Amerigroup ID Number:	Date and Time Incident Occurred:

Person Submitting Internal Investigation Report to Amerigroup:

Provider Name:	Amerigroup Provider ID Number:
Person Completing Report (Include Title/Role):	Date Submitted to Amerigroup:
Contact Phone Number:	

Incident Information:

Type of Incident:	
<input type="checkbox"/> Unexpected death <input type="checkbox"/> Medication error <input type="checkbox"/> Severe injury <input type="checkbox"/> Theft <input type="checkbox"/> Financial exploitation*	<input type="checkbox"/> Physical abuse (known or suspected)* <input type="checkbox"/> Sexual abuse (known or suspected)* <input type="checkbox"/> Emotional/mental abuse (known or suspected)* <input type="checkbox"/> Neglect (known or suspected)* <input type="checkbox"/> Other - Describe: _____ <small>*Known or suspected abuse, neglect, or exploitation must be reported to Adult Protective Services (APS)/Child Protective Services (CPS) immediately. See above.</small>
Date and Time Reported to APS/CPS/TennCare (if appropriate):	Name of APS/CPS/TennCare Worker:

Brief Incident Description:

Internal investigation requirements:

- Completed internal investigation documentation must be submitted to the Amerigroup Quality Management department (fax 1-877-423-9976) within 20 days after the date of the incident except under extenuating circumstances, in which case the submission must occur within no more than 30 days.
- Details must include:
 - 1) Statement of the CHOICES member, family and/or CHOICES member representative
 - 2) Statement of the accused worker
 - 3) Findings of the allegation
 - 4) Reassignment of the accused worker to other CHOICES members
 - 5) Assignment of a replacement worker to the CHOICES member during the investigation

Internal Investigation Details: