

Critical Incident Form Frequently Asked Questions

- Will the new form be sent to all providers? *Yes, the new form will be distributed by the provider advocates and will also be made available at any time by your Quality contact.*
- Is a drug screen required on controlled substances only? *Accusation of theft of aspirin and other over the counter medication does occur sometimes and a drug screen will not indicate this. We recommend documenting on the investigation if the medication is not a recreational drug or controlled medication, as it will not be captured on a drug screen.*
- How do you describe unexpected death? *“Unexpected death is death that occurs suddenly and earlier than anticipated.”¹ If the supported person was receiving hospice services or had multiple co-morbidities and a recent decline in condition, this would likely be an expected death.*
- Does this same form apply to CLS (Community Living Supports) providers? *Yes, specific Critical Incident types for CLS are included.*
- Will BlueCare be using the same form as everyone else? *Yes, all MCOs will be using the same form.*
- When do we need to begin using the new form? *Providers can begin using it at any time, but are required to use it starting September 1, 2017.*
- Is there an expectation for the provider to follow-up on events reported but outside of the provider’s control, e.g. a family reporting financial exploitation by a family member? *Yes.*
- Is this form also for ECF CHOICES? *No, ECF CHOICES has a separate process for Reportable Events.*
- If there is a death of a client and we are not on shift, is that still a Critical Incident? *Yes, if it is an unexpected death.*
- Are the new/current laws in writing? *Yes. The rules can be found on the MCO websites as well as <http://tn.gov/assets/entities/tenncare/attachments/MCOStatewideContract.pdf>.*
- Will provider investigative training be offered for providers in order to conduct the internal investigations? *Training for Provider Investigations will be offered in the future. In the meantime, if you or your staff would like additional training regarding investigations, please reach out to your MCO Quality contact.*

¹ 1. Bruera S, Chisholm G, Dos Santos R, et al. Frequency and factors associated with unexpected death in an acute palliative care unit: Expect the unexpected. J Pain Symptom Manage. 2014 [PMC free article] [PubMed]

Critical Incident Form Frequently Asked Questions

- Do MCOs notify the family of who reported the incident or is it kept confidential? *No, it is confidential.*
- Must all spaces on the form be completed in order to move through the form? *Please refer to the one-sheet guide as not all fields are required.*
- Will the provider be sending in the form multiple times? *Yes, the form will be cumulative and sent for 24 hours written report (Amerigroup Community Care and BlueCare only), 48 hour written report, and 20 day investigation.*
- If within 24 hours we have completed the client interview, can we submit the 24 hour and 48 hour written report at the same time? *Yes, but keep in mind that UnitedHealthcare requires a verbal report within 24 hours.*
- What is CLS? *CLS stands for Community Living Supports. It is a community-based residential alternative service that has support options for up to four individuals living in a home.*
- What are OIG/LEIE lists? *OIG (Office of Inspector General) has the authority to exclude individuals and entities from federally funded health care programs and maintains the List of Excluded Individuals and Entities (LEIE).*
- Does staff need to be removed from providing care for all Critical Incident types? *No, the staff is only required to be removed if the Critical Incident is regarding abuse or neglect; however, it is up to the Provider's policies and procedures to dictate whether or not other types of Critical Incidents warrant the removal of staff.*
- Will Private Duty Nursing/Home Health have a universal form or will this form be used for both lines of service? *MCOs will begin collaboration on a single form for Home Health Critical Incidents. Stay tuned!*
- For Critical Incident timelines, is it calendar or business days? *Calendar days/clock hours.*
- What if a setting or type of Critical Incident is missing from the form? *Please bring it to the attention of your MCO Quality contact. We will be reviewing the form on a quarterly basis and can make enhancements based on feedback.*
- If a patient or patient's family steals from the staff, is it considered a Critical Incident? *No, but we encourage the provider to file a police report, let the Care Coordinator know and follow internal (provider) procedures.*
- If something is reported to APS or CPS, is it considered a Critical Incident? *Yes. All events reported to APS/CPS must be submitted as a Critical Incident.*



Critical Incident Form Frequently Asked Questions

- How do Critical Incident regulations pertain to members using Consumer Direction? *The same rules apply; however, the MCO Care Coordinators conduct the investigation.*
- Where can you find the Critical Incident form for Home Health? *MCO websites and your MCO Quality contact.*
- What is the process to take if you begin an investigation of a serious injury and once you get into the investigation, you discover it was neglect on the part of the worker? *Immediately report to APS and notify the MCO.*
- Are medication documentation errors considered a Critical Incident? *Yes.*
- If theft occurs from one member to another, is that considered a Critical Incident for both members? *Yes.*