

# Provider Update

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## Reporting critical incidents

**Summary of update:** Effective January 26, 2018, the Iowa Medicaid Critical Incident Report system has been implemented, and incident reports can be electronically sent to Amerigroup Iowa, Inc.

### What to do in case of an incident

When a major critical incident occurs or a staff member becomes aware of a major incident, they must report it by the end of the calendar day following the incident. The report can be submitted via one of the below options. Staff may:

- Complete the *Iowa Critical Incident Form* on the public provider site found at: <https://providers.amerigroup.com/IA> > Provider Resources & Documents > Critical Incident Form > *Critical Incident Form*.
- Complete the *Critical Incident Report* found on the Availity Portal: <https://www.availity.com> > Select Iowa region > Select Amerigroup under Payer Spaces (Amerigroup) > Report Critical Incident.
- Find the printable version of the *Critical Incident Report (Form 470-4698)* by searching for the name or number of the form on the Iowa Department of Human Services (DHS) website at: <https://dhs.iowa.gov>. The completed form can then be faxed to 1-844-400-3465 according to the form's directions.

Remember to note the critical incident number for reference and to print your completed form before submitting it. You are only able to save it if you complete it within Availity.

### What is considered a major incident?

A major incident is defined by Iowa Administrative Code\* as an occurrence involving a member during service provision that:

1. Results in a physical injury to or by the member that requires a physician's treatment or admission to a hospital;
2. Results in the death of any person;
3. Requires emergency mental health treatment for the member;
4. Requires the intervention of law enforcement;
5. Requires a report of child abuse pursuant to Iowa Code section 232.69 or a report of dependent adult abuse pursuant to Iowa Code section 235B.3;
6. Constitutes a prescription medication error or a pattern of medication errors that leads to the outcome in numbered paragraph "1," "2," or "3"; or
7. Involves a member's location being unknown by provider staff who are assigned responsibility for oversight

\* Iowa Administrative Code, *IAC Rule 441—77.25(1), "Conditions of Participation for Providers of Medical and Remedial Care."*

<https://providers.amerigroup.com>



Once the incident has been identified as meeting the criteria for a major incident, the staff member who observed or first became aware of the incident shall report as much information as is known about the incident to Amerigroup.

**Reporting suspected child abuse**

Complete the *Critical Incident Form* and report suspected child abuse and dependent abuse by calling the DHS Child Abuse Hotline 1-800-362-2178. The Iowa DHS *Report of Suspected Child Abuse (Form 470-0665)* must be completed within 48 hours of making the oral report. It can be found by searching for the name or number of the form on the DHS website at:

<https://dhs.iowa.gov>

**What if I need assistance?**

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730, Monday-Friday from 7:30 a.m.-6 p.m. CT.