

# Provider Update

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This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com/ia>.

## Critical incident report submission transitioning to an electronic process

**Summary of change:** Submitting critical incident reports to Amerigroup Iowa, Inc. will soon become an electronic process. Effective January 1, 2017, home- and community-based services (HCBS) providers and case managers must submit critical incident reports electronically.

The new process is in addition to the January 1, 2017, changes to the universal *Iowa Medicaid Critical Incident Report* (470-4698).

### **Electronic process training for critical incident reports**

To help providers understand our electronic submission process for critical incident reports, Amerigroup will have training available on the Amerigroup provider [website](#).

This training will be available shortly after the Iowa Medicaid Enterprise live webinar on Tuesday, December 13, 2016, which will outline the changes to critical incident reporting for HCBS providers and case managers.

Additionally, the new *Iowa Medicaid Critical Incident Report* can be found in the *Forms* section of the Amerigroup provider website starting January 1, 2017. The form is also available [here](#).

### **Critical incident reporting at Amerigroup**

Critical incident reporting, as described in Iowa Administrative Code Chapters 77 and 90, is a requirement for those eligible to participate in HCBS. After witnessing or discovering a major incident, the HCBS provider/case manager must complete the *Iowa Medicaid Critical Incident Report* and submit it to Amerigroup with as much information about the incident as possible.

### **What if I need assistance?**

If you have questions about this communication, please contact Provider Services by phone at 1-800-454-3730 or by email at [iaincidents@amerigroup.com](mailto:iaincidents@amerigroup.com).