

Provider Update

What is defined as a Critical Incident is changing

Background: Home- and Community-Based Services (HCBS) providers must report all critical incidents occurring for an Amerigroup Community Care CHOICES member regardless of their involvement or responsibility regarding the incident. The following are defined as a critical incident: any unexpected death (regardless of whether the death occurs during the provision of HCBS), suspected physical or mental abuse, sexual abuse and/or suspected sexual abuse, abuse and neglect and/or suspected abuse and neglect, theft, financial exploitation, severe injury or medication errors of a CHOICES member.

✦ **What this means to you:** Providers must report all instances that are defined as a critical incident regardless of whether the provider is believed to be responsible for the incident.

Why is this change necessary?

In order to be compliant with new state requirements regarding critical incident reporting, you must report all instances of critical incidents to Amerigroup regardless of the providers involvement in the event. You must report critical incidents to us in accordance with applicable requirements. The maximum time frame for reporting an incident is 24 hours. The initial report of an incident may be submitted verbally within 24 hours followed by a written report submitted within 48 hours. Failure to do so can result in your agency being placed on a corrective action plan.

See more information on critical incidents and critical incident reporting in your supplemental CHOICES provider manual.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, call your local Provider Relations representative or Provider Solutions at 1-800-454-3730.



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