

Important changes: home- and community-based services TennCare CHOICES (CHOICES) *Critical Incident Report* form

Summary of change: Effective September 1, 2017, all MCOs began using a single *Critical Incident Report* form for home- and community-based services for CHOICES members.

What this means to me: Providers were required to use the form as of September 1, 2017.

Where can I find the new form for reporting critical incidents?

The form is on our provider website at <https://providers.amerigroup.com/TN> > Provider Resources & Documents > CHOICES: Long-Term Supports & Services for Older Adults and Adults with Physical Disabilities. You will also find a reporting guide and FAQ in this section.

Where can I learn more about completing the new *Critical Incident Report*

We have a *Critical Incident Report* training presentation on our provider website at <https://providers.amerigroup.com/TN> > Provider Resources & Documents > Training Programs > *CHOICES Critical Incident Reporting Form Training*.

What if I need assistance?

If you have questions about this communication, please contact Theresa Miller at theresa.miller@amerigroup.com or 615-316-2400, ext. 28867. If you have questions or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.