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Camp Hill, PA 17011

Member Services  
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711 (TTY)

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### Enterprise Incident Management (EIM) Reminder

Dear Provider,

PA Health & Wellness (PHW) would like to share an important reminder regarding reporting on the Primary Reportable Category: Death.

When a participant's death is due to natural causes, an EIM event is NOT required. However, in circumstances when the demise of a participant is suspicious, or is unknown, or unexpected, please create the EIM event to allow for investigation.

Per the Office of Long Term Living (OLTL) instruction, when creating cases in EIM, do **NOT** use "Unexplained" as the secondary category in the Incident First Section. Instead, **please select "Suspicious"**.

The option of "Unexplained" in the Incident Final Section Verification of Incident Classification Screen **should only be used once it has been confirmed by the Coroner that a cause of death could not be determined.**

As providers no longer have access to the Incident Final Section, PHW will ensure the Incident Final Section is addressed appropriately, but please be aware of the importance of using "Suspicious" as the secondary category when creating EIM events related to death in the Incident First Section.

If the EIM system is down or you are unable to log into your account, contact the Critical Incident Hotline at **1-866-535-2545** and the Critical Incident team will be more than happy to assist you. The PHW Critical Incident team is here to support you, please do not hesitate to reach out should you require any additional assistance.

For additional education regarding Critical Incidents and EIM please attend our annual **Critical Incident (CI) Management & Enterprise Incident Management (EIM) System Training on Feb 22, 2023 10:00 AM EST**. Register at: <https://attendee.gotowebinar.com/register/947621121737729373>.

**Contact Us!** If you have questions please contact your Provider Network Specialist or our Provider Services team at 1(844) 626-6813.

Sincerely,  
PA Health & Wellness