



300 Corporate Center Drive
Suite 600
Camp Hill, PA 17011



Critical Incident Reporting Update

PA Health & Wellness (PHW) would like to share an important update regarding critical incident reporting requirements involving Emergency Room (ER) visits. Historically, PHW has required reporting in the Enterprise Incident Management (EIM) for **all** ER visits.

With the 2022 updates to the Community HealthChoices (CHC) Agreement, we have the opportunity to more accurately report ER visits aligned with this Agreement. As such, effective immediately, PHW will only report ER visits meeting the definition below.

The Agreement indicates:

“For the purposes of Critical Incident reporting an emergency room visit is defined as the use of a hospital emergency room. This includes situations that are clearly emergencies, such as a serious injury, life-threatening medical conditions, medication errors, as well as those when an individual is directed to an emergency room in lieu of a visit to the PCP or as the result of a visit to the PCP. The use of an emergency room by an individual, in place of the physician's office, is not reportable.”

PHW's critical incident team (QICs) will review each ER visit report and will help with determination as to whether the event is reportable.

Mandated reporters must report Critical Incidents via the Department's Enterprise Incident Management (EIM) System within **48 hours** of discovery of the incident, excluding weekends and holidays. The 48 hour clock begins at the time that the incident was discovered. If the incident was discovered on a weekend or holiday the clock would start at 12:00 a.m. on the first business day following the discovery of the incident.

In order to be compliant, **the date and time** of the discovery of the incident must be entered into the EIM Incident First Section. If you neglect to address BOTH date and time, the time will automatically default to 12 midnight, and you will lose valuable time relative to compliance reporting.

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. We also will be more than happy to provide any educational training.

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

Sincerely,

PA Health & Wellness

1-844-626-6813

TTY/PA Relay 1-844-349-8916

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Thank you for your continued partnership with PA Health & Wellness

1-844-626-6813

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