State Critical Incident Reporting Requirements

Dear Community HealthChoices Provider,

PA Health & Wellness (PHW) is committed to delivering high-quality healthcare to our participants. As our partners in Service Coordination, you play a vital role in that commitment. Proper care is our top priority and we must ensure that our participants' health and safety is forefront in all the work we do.

We write to remind you, per our agreements with you and in accordance with applicable state laws and regulations[1], all PHW providers are expected and required to report critical incidents in a timely manner.

1. The Service Coordination or provider agency that discovers or has independent knowledge of the critical incident must submit the critical incident report **within 48 hours** into the State's Enterprise Incident Management (EIM) System. – *If the critical incident occurs over the weekend, a report must be entered the first business day after the incident is discovered.*

2. *The agency staff who first reported the critical incident must notify the participant (and possibly their representative) of filing a critical incident report **within 24 hours of filing the report**. - This notice must be provided in a format that is easily understood by the participant and/or their representative.*

3. After the Service Coordination or provider agency has completed the fact finding activities of the critical incident, they must enter the resolution details into the EIM System **within 30 days of the critical incident discovery date.** - *On rare occasions where outside circumstances prevent a critical incident from being concluded within 30 calendar days, an extension may be requested through PHW with appropriate justification.*

We also ask that you notify PHW of any critical incident reported to the state. That way, PHW can work with you to ensure all the state reporting requirements have been met. Notifying us also help facilitate a timely and thorough critical incident review, and will enable PHW to collaborate throughout the investigation process with the reporter.

Contact Us! PHW representatives can assist you with Critical Incident Reporting and questions. If you have any additional questions, please contact our Complaints & Grievances team at (866) 535-2545. You can also reach us at PHWComplaintsandGrievances@PaHealthWellness.com.

Thank you for your prompt attention to this matter. We look forward to our continued partnership in Community HealthChoices participants across Pennsylvania.

Sincerely,

PA Health & Wellness

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[1] These requirements are outlined in **Pennsylvania Department of Human Services Medical Assistance Bulletin 05-15-02, 51-15-02, 54-15-02, 55-15-02, 59-15-02**: http://www.dhs.pa.gov/cs/groups/webcontent/documents/bulletin_admin/c_171054.pdf

IMPORTANT BACKGROUND INFORMATION

All medical providers and Service Coordinators (SC) are required by law to be mandatory reporters of Critical Incidents and Provider Preventable Serious Adverse Events (PSAEs) to Adult Protective Services (Participants aged 18-59) or Older Adult Protective Services Agency (Participants ages 60+).

Before a Critical Incident or PSAE is reported, measures must be taken immediately to safeguard the Participant. After the health and welfare of a participant has been safeguarded, it needs to be determined if a Critical Incident is reportable or not. **The health and welfare of the participant must be ensured at all times.**

PA Health & Wellness, Network Providers and Subcontractors must report Critical Incidents via the Department of Human Services' Enterprise Incident Management (EIM) System. Using the Department's Enterprise Incident Management System, PA Health & Wellness must investigate incidents reported by Network Providers and Subcontractors and report the outcomes of these investigations.

Providers must report in accordance with applicable requirements. PA Health & Wellness requires Providers to cooperate with the Department investigation of Critical Incidents entered into EIM.