



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Critical incident and quality of care reporting

Please note, this communication applies to Anthem HealthKeepers Plus
Medicaid products offered by HealthKeepers, Inc.



What is a critical incident?

- A critical incident is any incident that threatens or impacts the well-being of the member.
- Reportable critical incidents:
 - Abuse
 - Attempted suicide
 - Deviation from standard of care
 - Exploitation, financial, or otherwise
 - Medical error
 - Medication discrepancy
 - Missing person
 - Neglect
 - Sentinel death
 - Serious injury (including falls that require medical evaluation)
 - Theft
 - Other

What do I need to know about reporting critical incidents?

- All providers treating Anthem CCC Plus members and Medallion 4.0 members must participate in critical incident reporting.
- Providers are required to identify the different types of incidents so they can submit an accurate report to ensure compliance with the guidelines set forth by the Virginia Department of Medical Assistance Services (DMAS).
- Report critical incidents within **24** hours by calling Provider Services at **800-901-0020**.
- The person, agency, or entity making the initial report can do so verbally within **24** hours but must submit a follow-up written report within **48** hours.

What do I need to know about reporting critical incidents? (cont.)

- Providers should act to prevent further harm to individuals and respond to any emergency needs of the member. This includes conducting an internal critical incident investigation and submitting an investigative report within 24 hours.
- If it's an emergency situation, please dial 911. Once the member is safe, submit the report form immediately.
- We'll track critical incidents and quality of care concerns as needed.
- We may also reach out to request medical records and/or a statement from the provider for a quality of care review. When warranted, our medical advisory committee (MAC) and quality management committee (QMC) will review them.
- Please note, critical incident reporting is required by DMAS. Failure to follow these guidelines may result in corrective actions being taken.

Critical incident form

- Use the *Quality of Care* or *Critical Incident Report* form to notify us of a critical incident or a quality of care concern. The form is located on our provider website: <https://providers.anthem.com/va> > Medical > Provider Forms.



CI Form 2020.pdf

Quality of care and sentinel event definitions

- A quality of care incident is defined as any incident that calls into question the competence or professional conduct of a healthcare provider in the course of providing medical services and has adversely affected, or could adversely affect, the health or welfare of a member. These are incidents of a less critical nature than those defined as sentinel events.
- A sentinel event is defined as a patient safety event involving a sentinel death (not primarily related to the natural course of the patient's illness or underlying condition for which the member was being treated or monitored by a medical professional at the time of the incident) or serious physical or psychological injury, or the risk thereof. All sentinel events are critical incidents.
- Other critical incident is defined as an event or situation that creates a significant risk to the physical or mental health, safety, or well-being of a member not resulting from a quality of care issue and less severe than a sentinel event.



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If you have any questions about this communication, call Anthem HealthKeepers Plus Provider Services at **800-901-0020**.

<https://providers.anthem.com/va>

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