

## Critical Incident Report



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

Program		MCO		Incident Category	
<b>Member Information</b>					
Last Name		First Name		Date of Birth	Gender
Dually Eligible?	Medicaid ID	Medicare ID	Member Classification at Time of Incident		
<b>Incident Information</b>					
Incident High-Level Description - Check all that apply					
Abuse		Medication discrepancy		Theft	
Attempted suicide		Missing person		Other	
Deviation from standards of care		Neglect			
Exploitation, financial or otherwise		Sentinel death			
Medical Error		Serious injury			
Occurrence of Incident		Discovery of Incident		Report of Incident	
Date:	Time:	Date:	Time:	Date:	Time:
Location/Address of Incident					
Incident Detailed Description (use additional pages if necessary)					
Cause of Death (if applicable)					
<b>Providers Involved in Incident</b>					
Provider (1)	Name	NPI Number	Contact Information (phone or e-mail)		
Address			Provider Type		
Provider (2)	Name	NPI Number	Contact Information (phone or e-mail)		
Address			Provider Type		

This document and any appended materials are furnished for Quality Assurance purposes and is privileged and confidential. This document is protected from discovery under the code of Virginia sections: 8.01-581.16, 8.01-581.17, 8.01-581.19, 8.01-581.19:1

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

HealthKeepers, Inc. is an independent licensee of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Anthem HealthKeepers Plus, offered by HealthKeepers, Inc., is a health plan that contracts with the Virginia Department of Medical Assistance Services to provide Medicaid benefits to enrollees. AVAPEC-3286-21 Revised: November 2022 CC

## Critical Incident Report

Source of Critical Incident Data			
Personal or Professional Relationship to Member (e.g., member's sister, caregiver, care coordinator, etc.)			
Contact Name	Contact E-mail	Contact Phone Number	
Other Individuals/Witnesses			
Name	E-mail	Phone Number	
External Agencies Contacted (APS, CPS, law enforcement, etc.)			
Agency	Agency Contact Name	Phone Number	Date of Report
Follow-up/Resolution of Incident			
Is the member subject to further harm, or does he or she have further emergency needs at this time?			
If yes, please explain:			
Detailed Description of Follow-up Actions for this Incident			

\*Do not include DD waiver members in this classification.

This document and any appended materials are furnished for Quality Assurance purposes and is privileged and confidential. This document is protected from discovery under the code of Virginia sections: 8.01-581.16, 8.01-581.17, 8.01-581.19, 8.01-581.19:1

Revised 02/04/2021

# Critical Incident Report Form

## Definitions and Reporting Instructions

### Critical Incident Definition

A Critical Incident is defined as any actual, or alleged, event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of a member.

Critical Incidents are categorized as either Quality of Care Incidents, Sentinel Events or Other Critical Incidents as defined below:

**Quality of Care Incident:** 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.

**Sentinel Event:** 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:** 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.

### Reportable Critical Incidents

- |   |  |
|---|--|
| 1. Abuse                                | 9. Sentinel death  |
| 2. Attempted suicide                    | 10. Serious injury (including falls that require medical evaluation) |
| 3. Deviation from standards of care     | 11. Theft  |
| 4. Exploitation, financial or otherwise | 12. Other  |
| 5. Medical error                        |  |
| 6. Medication discrepancy               |  |
| 7. Mission person                       |  |
| 8. Neglect                              |  |

Per state guidelines, providers are required to report Critical Incidents within 24 hours of the time of discovery.

# Critical Incident Report Form

## Definitions and Reporting Instructions

### How do you report a Critical Incident?

All incidents must be reported within 24 hours. Verbal reports must be documented within 48 hours. The Critical Incident Report Form may be completed electronically and submitted to the designated e-mail box for each health plan utilizing a secure e-mail application. Please note that this is the preferred method of submission due to the sensitive material contained on these forms and the ability to submit secure e-mails allows the transfer of information to remain HIPAA compliant. However, the form may also be completed electronically and faxed to the appropriate health plan. Please see the contact information for each plan on the chart below.

MCO	Contact Information
Aetna Better Health of Virginia	Amy Smith: (804) 389-9168 SmithA41@aetna.com Sarah Cobus: (202) 603- 4954 CobusS@aetna.com
Anthem Healthkeepers Plus	Reporting: cccpluscis@anthem.com Dana Delucia: (804) 316-6718 dana.delucia@anthem.com
Magellan Complete Care of Virginia	MCCofVACriticalIncidents@magellanhealth.com Fax: (866) 325-9157
Optima Health	ohccquality@sentara.com Phone: (757) 252-8400 Fax: (833) 229-8932
United Healthcare	critical_incidents@uhc.com Phone: (800) 391-3991 Fax: (855) 371-7638
Virginia Premier Health Plan	Jamie McPherson: (804) 819-5151 jamie.mcpherson@virginiapremier.com Tonya Taylor: (804) 819-5151 x 54102 tonya.taylor@virginiapremier.com Angela Love: (804) 819-5151 x 54390 angela.love@virginiapremier.com

MCO	Contact Information
Aetna Better Health of Virginia	Robert Benton: (959) 299-7575 BentonR4@aetna.com
Anthem Healthkeepers Plus	Reporting: QOC-HKP@anthem.com Dana Delucia: (804) 316-6718 dana.delucia@anthem.com
Magellan Complete Care of Virginia	MCCofVACriticalIncidents@magellanhealth.com Fax: (866) 325-9157
Optima Health	Optima_Quality@sentara.com Phone: (757) 252-8400 Fax: (757) 227-9657
United Healthcare	critical_incidents@uhc.com Phone: (800) 391-3991 Fax: (855) 371-7638
Virginia Premier Health Plan	Jamie McPherson: (804) 819-5151 jamie.mcpherson@virginiapremier.com Tonya Taylor: (804) 819-5151 x 54102 tonya.taylor@virginiapremier.com Angela Love: (804) 819-5151 x 54390 angela.love@virginiapremier.com

## Critical Incident Report Form

### Definitions and Reporting Instructions



#### Critical Incident Definitions

<u>Abuse</u>
<p>Abuse includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Willful use of offensive, abusive, or demeaning language by a caretaker that causes mental anguish</li> <li>• Knowing, reckless, or intentional acts or failures to act which cause injury or death to an individual or which places that individual at risk of injury or death</li> <li>• Rape or sexual assault</li> <li>• Corporal punishment or striking of an individual</li> <li>• Unauthorized use or the use of excessive force in the placement of bodily restraints on an individual</li> <li>• Seclusion</li> </ul>
<u>Attempted Suicide</u>
<p>A nonfatal self-directed potentially injurious behavior with any intent to die as a result of the behavior. A suicide attempt may or may not result in injury.</p>
<u>Deviation from Standards of Care</u>
<p>Deviation from the standards of care, either by error, omission, or delay, or failing to make good use of available resources for meeting the standards of care.</p>
<u>Exploitation, Financial or Other</u>
<p>Exploitation includes, but is not limited to, the following:</p> <ul style="list-style-type: none"> <li>• The taking or misuse of property or resources of a person by means of undue influence, breach of fiduciary relationship, deception, harassment, criminal coercion, or other unlawful or improper means;</li> <li>• The use of the services of a person without just compensation; or</li> <li>• The use of a person for the entertainment or sexual gratification of others under circumstances that cause degradation, humiliation, or mental anguish.</li> </ul>
<u>Medical Error</u>
<p>A preventable adverse effect of care, whether or not it is evident or harmful to the patient. This might include an inaccurate or incomplete diagnosis or treatment of a disease, injury, syndrome, behavior, infection, or other ailment.</p>

# Critical Incident Report Form

## Definitions and Reporting Instructions

### Medication Discrepancy

A medication discrepancy is when one or more of the following occurs:

- Wrong medication: an individual takes medication that is not prescribed for that individual. This includes taking medication after it has been discontinued or taking the incorrect medication because it was improperly labeled.
- Wrong dose: An individual takes a dose of medication other than the dose that was prescribed.
- Omitted dose: An individual does not take a prescribed dose of medication within the 24-hour period of a calendar day. An omitted dose does not include an individual's refusal to take medication.
- Dose Refused: An individual's refusal to take medication resulting in a medical emergency or use of restraint

### Missing Person

Reported whenever there is police contact regarding a missing person regardless of the amount of time the person was missing.

### Neglect

Neglect includes, but is not limited to, the following:

- Inability of a person to provide food, shelter, clothing, health care, or services necessary to maintain the mental and physical health of that person;
- Failure by any caretaker of a person to meet, either by commission or omission, any statutory obligation, court order, administrative rule or regulation, policy, procedure, or minimally accepted standard for care of that person;
- Negligent act or omission by any caretaker which causes injury or death to a person or which places that person at risk of injury or death;
- Failure by any caretaker, who is required by law or administrative rule, to establish or carry out an appropriate individual program or treatment plan for a person;
- Failure by any caretaker to provide adequate nutrition, clothing, or health care to a person;
- Failure by any caretaker to provide a safe environment for a person ; and
- Failure by any caretaker to provide adequate numbers of appropriately trained staff in its provision of care and services for persons with developmental disabilities or mental illnesses.

## Critical Incident Report Form Definitions and Reporting Instructions

<u>Sentinel Death</u>
Unexpected "Sentinel" Death (e.g. suicide, intrapartum maternal death, death of full-term infant, or any other death that is unrelated to the natural course of patient's illness or underlying condition).
<u>Serious Injury</u>
An event the specifically includes loss of limb or function that leads to permanent or severe temporary harm.
<u>Theft</u>
Taking the personal property of another without permission or consent and with the intent to deprive the rightful owner of it.

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