



2013 Provider Update

CHOICES Critical Incident Reporting and Investigation Duties

Amerigroup Community Care values the partnership we have with providers such as you. We appreciate the work you do to help ensure the safety and well-being of our CHOICES members. Many times, you are first on the scene, and we want to provide you with the necessary tools to recognize and report a critical incident.

What needs to be reported?

- Incidents occurring in the home- and community-based long-term care setting, including community-based residential alternatives, adult care centers, other Home- and Community-Based Services (HCBS) provider sites, and the member's home
- Those events related to the provision of covered HCBS

Categories include:

- Financial exploitation
- Medication error
- Neglect or suspected neglect
- Physical, mental, emotional or sexual abuse, or suspected abuse
- Severe injury
- Theft
- Unexpected death
- Other – incidents that do not fall into these categories

Reporting guidelines:

- All CHOICES critical incident reports must be reported to us within 24 hours. If the initial report was submitted verbally, the written report must be submitted within 48 hours. Please use the CHOICES Critical Incident Report form available on our website at providers.amerigroup.com/TN when submitting written reports.
- Known or suspected physical, mental, emotional, or sexual abuse, neglect or exploitation must be reported to Adult Protective Services (APS) or Child Protective Services (CPS) immediately. The person responsible for reporting to APS or CPS must be the person who witnessed, knows about or suspects the abuse and/or the person to whom the abuse was reported.
- When unable to reach APS immediately, HCBS and Fiscal/Employer Agent (FEA) providers must fax critical reports involving abuse, neglect and financial exploitation to APS Intake at 1-866-294-3961. This number can receive faxes after business hours and on holidays.
 - It is important to note, APS will not confirm receipt of the report.
 - Completed information on all reporting forms is essential for APS to reach out and follow up with the member. The HCBS/FEA will not hear from APS.



- HCBS/FEA providers will fax to APS Intake at 1-866-294-3961 to inquire about critical incident investigation findings when unable to reach APS immediately. HCBS/ FEA providers will fax proof of attempts to contact APS for investigation findings to Amerigroup Quality Management to 1-877-423-9976.
- CHOICES providers must report detection or notification of unexpected death and any incident that could significantly affect the health or safety of a member to Amerigroup immediately. Amerigroup must report these to TennCare within 24 hours of the CHOICES provider's detection or notification.
- Keep the member's care coordinator informed regarding any issues or reported incidents.

Internal investigation requirements:

- Completed internal investigation documentation must be submitted to our Quality Management department by fax at 1-877-423-9976 within 20 days after the date of the incident. Situations involving extenuating circumstances shall have no more than 30 days to submit documentation.
- Details must include:
 1. Statement from the CHOICES member, family, and/or CHOICES member representative
 2. Statement from the accused worker
 3. Findings of the allegation
 4. Reassignment of the accused worker to other CHOICES members
 5. Assignment of a replacement worker to CHOICES member during the investigation

Amerigroup numbers for reporting:

To verbally report an incident, call 1-866-840-4991.

To fax a written incident report, call 1-877-423-9976 (Quality Management).

State numbers for reporting:

For adults, call APS at 1-888-APS-TENN (or 615-532-3492 in Nashville).

For children, call CPS at 1-877-237-0004 or 1-877-54ABUSE (1-877-542-2873).

Fax to APS Intake at 1-866-294-3961.