Important Time Frame Change for Reporting Significant Member Incidents

A Significant Member Incident (SMI) or sentinel event is an unexpected and undesirable outcome that has an adverse impact on the outcome of a member’s care. SMIs include critical events, provider-member centered incidents and medical incidents.

- Providers may use their own internal incident form for reporting or Community Care will provide one upon request.
- Every network provider is required to report the types of incidents Community Care considers reportable.
- Incidents must be reported to Community Care within 24 hours* of the incident occurring or within 24 hours* of the provider learning of the incident.
  *This is a new reporting time frame.*

Providers may report Significant Member Incidents the following ways:

- Calling the Community Care Provider Line at 1-888-251-2224.
- Calling your individual Care Manager at Community Care.
- Faxing the incident form to Community Care’s Quality Management Department.

For your convenience Community Care office fax numbers are listed below.

Allegheny 1-888-251-0087 FAX

Capital (Adams, Berks and York Counties) 1-866-418-0366 FAX

Chester 1-888-589-6559 FAX

North Central offices:
- DuBois (Cameron, Clarion, Clearfield, Elk, Forest Jefferson, McKean, Potter and Warren Counties) 1-866-294-1142 FAX
- Moosic (Bradford, Columbia, Montour, Northumberland, Schuylkill, Snyder, Sullivan, Tioga, Union and Wayne Counties) 1-866-558-2618 FAX
- State College (Centre, Huntingdon, Juniata and Mifflin Counties) 1-866-294-4134 FAX

Northeast (Lackawanna, Luzerne, Susquehanna and Wyoming Counties) 1-866-284-9184 FAX

Western Behavioral Health 1-888-251-0087 FAX

For more information about SMIs, including reportable incident types, please refer to section III.G of your Provider Manual. The Provider Manual is available at www.ccbh.com, click on “Provider Resources”