Provider Alert #19

December 1, 2018

HealthChoices Contracts:
- Allegheny
- Berks
- Blair
- Carbon/Monroe/Pike
- Chester
- Erie
- Lycoming/Clinton
- North Central
- Northeast
- York/Adams

Notification Regarding Change to Significant Member Incident Report Indicators

Scope: This Provider Alert applies to all HealthChoices contracts.

Purpose: Community Care is issuing this alert to inform all providers of the change to Significant Member Incident (SMI) indicators. Effective January 1, 2019, indicators will include:

- Death while in treatment or within 30 days of treatment
- Serious or potentially lethal suicide attempt
- Apparent homicide by member while in treatment or within 30 days of treatment
- Apparent sexual assault perpetrated by member while in treatment or within 30 days of treatment
- Apparent serious physical assault perpetrated by member while in treatment or within 30 days of treatment
- Sexual contact with a member occurring at a provider site*
- Physical assault on a member occurring at a provider site*
- Sexual contact between a member and provider not occurring at a provider site*
- Physical assault on a member perpetrated by a provider not occurring at a provider site*
- Allegation of sexual contact by member against a provider*
- Allegation of physical abuse by member against provider*
- Member injury due to restraint or seclusion*
- Any restraint that does not adhere to guidelines in the PA Code and other bulletins or notifications of licensing bodies*
- Police called to provider site (no arrest)
- Arrest while in treatment or within 30 days of treatment
- Medication error requiring medical intervention
- Fire at provider site requiring emergency services of the fire department
- Elopement from facility or facility-supervised activity
- Elopement while on therapeutic leave/pass
- Injury or illness on provider site requiring medical attention
- Other
Notification Regarding Change to Significant Member Incident Report Indicators

Providers should continue to report SMI s to Community Care within 24 hours of the incident occurring or within 24 hours of the provider learning of the incident.

SMIs should be reported to Community Care in one of the following ways:

- Completing the online form and faxing to the Community Care office according to the member’s county of eligibility
- Calling or faxing Community Care with the pertinent information

Information to be reported to Community Care should include at a minimum:

- Date SMI occurred
- Date provider learned of incident
- Member name and identification number
- Provider name and contact number
- Details of the SMI, including other entities notified, such as ChildLine, APS, etc.
- Provider actions taken to date

For additional information regarding Significant Member Incident reporting, please review Community Care’s website article.

*Dependent on the specific nature of the incident, a mandated report to ChildLine, police, and/or Adult Protective Services (APS) may be required.