



Dear Service Provider,

The Department of Health Care Policy and Financing (the Department) would like to remind all service providers about the Critical Incident Reporting (CIR) requirement. The Home and Community Based Services waivers require all service providers to report specific types of incidents to the case management agency immediately upon detection via telephone, e-mail or facsimile but no more than 24 hours after the incident occurrence. Requirements for such reporting are located at 10 CCR 2505-10 Section 8.608.8 and 8.487.15. After initial reporting, the agency must submit a written incident report to the case management agency within 24 hours of discovery of the incident.

Please review the definition and reporting guidelines below:

A Critical Incident means an actual or alleged event that creates the risk of serious harm to the health or welfare of a participant. A Critical Incident may endanger or negatively impact the mental and/or physical well-being of a participant. Critical Incidents include, but are not limited to:

- Death;
- Abuse/neglect/exploitation;
- Serious injury to participant or illness of participant;
- Damage or theft of participant's property;
- Medication mismanagement;
- Lost or missing person; and
- Criminal activity.

A provider must report a Critical Incident to the participant's case management agency within 24 hours of the actual or alleged incident. The report must include:

- Participant name;
- Participant identification number;
- Waiver;
- Incident type;
- Date and time of incident;
- Location of incident;
- Persons involved;
- Description of incident; and
- Resolution, if applicable.

If any of the above information is not available within 24 hours of incident and not reported to the case management agency, a follow-up to the initial report must be completed.

In addition, all service providers and case management agencies are required to report any incident in which a crime may have been committed to local law enforcement pursuant to Title 18-8-115, C.R.S. (Colorado Criminal Code - Duty To Report A Crime).

Failure to adhere to waiver and contractual requirements may result in corrective action including a corrective action plan or decertification of the agency as a Medicaid provider.

The Department will also be reminding case management agencies of their responsibility in meeting the waiver requirements on timely Critical Incident Reporting.

Thank you,

Health First Colorado (Colorado's Medicaid Program)

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