

To: Keystone First Community HealthChoices (CHC) Home and Community-Based Services (HCBS) Providers

Date: May 20, 2026

Re: Accurate Hospitalization Reporting in the Enterprise Incident Management (EIM) system

Due to an increase in critical incident reports being entered inaccurately into the Enterprise Incident Management (EIM) system, we would like to remind home and community-based services (HCBS) providers of the following reporting requirements.

Critical incidents reported with the primary category of “Hospitalization” must include an accurate response to the question, “Was there a hospitalization for this individual?” The Hospitalizations screen is required for any event involving a hospital admission and will only populate when “Yes” is selected in response to the hospitalization question.

EIM is designed with primary and secondary categories which align with the definitions outlined in the Pennsylvania Department of Human Services Office of Long-Term Living (OLTL) Critical Incident Management Bulletin. Accurate reporting in EIM is essential for Service Coordinators, Managed Care Organizations, and OLTL to evaluate and review Participant safety and well-being. Accurate data is also critical for reporting, tracking, and trending purposes.

The Critical Incident Management Bulletin establishes the framework supporting those requirements. The critical incident management system provides OLTL with data needed to assess the overall strengths and weaknesses of its Service Coordinators and provider networks. This data is used to:

- Identify the types of critical incidents occurring
- Evaluate the effectiveness of agencies’ responses to critical incidents
- Determine what mitigation efforts are occurring to avoid future critical incidents

Questions regarding critical incident reporting for Keystone First CHC Participants may be emailed to KFCHCCriticalIncident@keystonefirstchc.com.

All incident reporters are responsible for data integrity in EIM incident reports.