



Keystone First

Community HealthChoices

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

Date: June 1, 2022

Subject: Critical Incident Reporting – Reminder of Provider Contractual Obligation

As per your contractual obligation with Keystone First Community HealthChoices (CHC) and in accordance with applicable laws regulations and/or requirements of the Pennsylvania Department of Human Services, Office of Long Term Living (the “Department”) you are required to report Critical Incidents (“CIs”), as defined by the Provider Manual, via submission to the Enterprise Incident Management (“EIM”) system in a timely manner. CI reports must be accurate and complete.

What You Must Do:

- Report CIs in the EIM system within forty-eight (48) hours from discovery and report CIs to the Participant’s Service Coordinator within twenty-four (24) hours from discovery.¹
- Verbally report suspected abuse, neglect, and exploitation by calling Adult Protective Services (“APS”) at **1-800-490-8505** within twenty-four (24) hours of knowledge of the CI.
- Complete all required fields in EIM. Safeguards for health and welfare **must** be identified and documented thoroughly on the Protective Correction Action screen.
- Notify the Participant about the CI report within twenty-four (24) hours of entry, in a cognitively and linguistically accessible format, per Medical Assistance (“MA”) bulletin 171054 available at the link below:
<https://www.dhs.pa.gov/docs/Publications/Documents/FORMS%20AND%20PUBS%20OLTL/c171054.pdf>.
- Remain compliant with policies, rules, procedures, programs, activities and/or guidelines cited in your Provider Agreement and the Provider Manual, and any revisions and/or amendments incorporated by reference.
- Take action to prevent further CIs, and discuss options, concerns, and resolutions with the Service Coordinator and Participant.
- Complete and submit the final section in EIM within thirty (30) calendar days of discovery of the CI. If an extension is needed, the request must be submitted to:
EIMExtensionRequest@amerihealthcaritas.com **five (5)** business days prior to the CI due date (thirty (30) days after the date of discovery).

Where to Learn More:

- Keystone First CHC Provider Manual is located on our website at <https://www.keystonefirstchc.com/providers/manual-forms/index.aspx>.
- EIM training materials can be found in the Home and Community Services Information System (“HCSIS”) under the Learning Management System (“LMS”) tab at <https://www.hcsis.state.pa.us>.

¹ A Service Coordination and/or Provider agency that discovers, or has independent knowledge of, a Critical Incident must submit the Critical Incident report within forty-eight (48) hours by directly entering the Critical Incident into the EIM system. If the Critical Incident occurs over the weekend, a written report must be entered the first business day after the incident occurred. (See, Provider Manual.)

- For any login difficulties, you can reach out to the HCSIS helpdesk at **1-866-444-1264**.
- Questions can be sent to: CHCCriticalIncident@amerihealthcaritas.com or you can contact your Provider account executive.

We appreciate the care you provide to our Participants and your commitment to their health and safety.