



**Anthem HealthKeepers Plus**  
Offered by HealthKeepers, Inc.

# Critical incident and quality of care reporting

Please note, this communication applies to Anthem HealthKeepers Plus and Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) offered by HealthKeepers, Inc.



# What is a critical incident?

- A **critical incident** is defined as *an occurrence involving the care, supervision or actions involving a member that is adverse in nature or has the potential to have an adverse impact on the health, safety and welfare of the member or others.*
- A critical incident can occur due to the failure of member safety mechanisms.
- Critical incidents include but are not limited to:
  - Medication errors.
  - A severe injury or fall.
  - A theft.
  - Suspected or known physical abuse, mental abuse or neglect.
  - Financial exploitation.
  - The sentinel death of a member (not primarily related to the natural course of the patient's illness or underlying condition).

# What do I need to know about reporting critical incidents?

- All providers treating Anthem CCC Plus members and Medallion 4.0 members must participate in critical incident reporting.
- Providers are required to identify the different types of incidents so they can submit an accurate report to ensure compliance with the guidelines set forth by the Virginia Department of Medical Assistance Services (DMAS).
- Report critical incidents within **24** hours by calling Provider Services at **1-855-323-4687** or by emailing a *Quality of Care* or *Critical Incident Report* form to [cccpluscis@anthem.com](mailto:cccpluscis@anthem.com) for Anthem CCC Plus members and to [qoc-hkp@anthem.com](mailto:qoc-hkp@anthem.com) for Medallion 4.0 members.
- The person, agency or entity making the initial report can do so verbally within **24** hours but must submit a follow-up written report within **48** hours.

# What do I need to know about reporting critical incidents? (cont.)

- Providers should act to prevent further harm to individuals and respond to any emergency needs of the member. This includes conducting an internal critical incident investigation and submitting an investigative report within **24** hours.
- If it's an emergency situation, please dial **911**. Once the member is safe, submit the report form immediately.
- We'll track critical incidents and quality of care concerns as needed.
- We may also reach out to request medical records and/or a statement from the provider for a Quality of Care Review. When warranted, our medical advisory committee (MAC) and quality management committee (QMC) will review them.
- Please note, critical incident reporting is **required** by DMAS. Failure to follow these guidelines may result in corrective actions being taken.

# Critical incident form

- Use the *Quality of Care* or *Critical Incident Report* form to notify us of a critical incident or a quality of care concern. The form is located on our provider website: <https://mediproviders.anthem.com/va> > *Medical* > **Provider Forms**.
- Providers can submit the form for Anthem CCC Plus members via email to [cccpluscis@anthem.com](mailto:cccpluscis@anthem.com) or for Medallion 4.0 members to [qoc-hpk@anthem.com](mailto:qoc-hpk@anthem.com).



CI Form 2020.pdf

# Quality of care and sentinel event definitions

- A **quality of care** incident is defined as any incident that calls into question the competence or conduct of a health care provider while providing medical services and has adversely affected, or could adversely affect, the health or welfare of a member. These are considered less critical than sentinel events.
- A **sentinel event** is a patient safety event (not primarily related to the natural course of the patient's illness or underlying condition) that reaches a patient and results in death, permanent harm, or severe temporary harm and intervention required to sustain life.



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