



PROVIDER ALERT

Critical Incident Reporting

March 15, 2021

Alert Summary: This alert details updates made to Critical Incident definitions and important reminders about reporting responsibilities.

Dear Provider,

As a reminder, a Critical Incident is a serious, unexpected occurrence involving a member that is believed to represent a possible Quality of Care Concern on the part of the provider or agency providing services, which has, or may have, detrimental effects on the member, including death or serious disability, that occurs during the course of a member receiving behavioral health treatment. You are required to report Critical Incidents to Optum Idaho within 24 hours of being made aware of the occurrence.

In an effort to provide additional clarity and ensure a more meaningful review process for both providers and Optum Idaho, changes have been made to the Critical Incident definitions. The new definitions are as follows:

- A completed suicide by a member who was engaged in treatment at any level of care at the time of the death, or within the previous 60 calendar days.
- A serious suicide attempt by a member, requiring an overnight admission to a hospital medical unit that occurred while the member was engaged in treatment at any level of care at the time of attempt, or within the previous 60 calendar days.
- An unexpected death of a member that is not related to the natural course of a member's medical condition or illness that occurred while the member was engaged in treatment at any level of care at the time of death, or within the previous 60 calendar days.
- A serious injury of a member requiring an overnight admission to a hospital medical unit that occurred on an agency's premises or in the community while the member was receiving treatment services at any level of care, including home-based services.
- A report of a serious physical assault **of a member** that occurred on an agency's premises or in the community while the member was receiving treatment services at any level of care, including home-based services.
- A report of a serious physical assault **by a member** that occurred on an agency's premises or in the community while the member was receiving treatment services at any level of care, including home-based services.
- A report of a sexual assault **of a member** that occurred on an agency's premises or in the community while the member was receiving treatment services at any level of care, including home-based services.
- A report of sexual assault **by a member** that occurred on an agency's premises or in the community while the member was receiving treatment services at any level of care, including home-based services.
- A homicide that is attributed to a member who was engaged in treatment at any level of care at the time of the homicide, or within the previous 60 calendar days.
- A report of an abduction of a member that occurred on an agency's premises or in the community while the member was receiving treatment services at any level of care, including home-based services.

- An instance of care ordered or provided for a member by someone impersonating a physician, nurse or other health care professional.
- High profile incidents identified by the IDHW or Optum Idaho as warranting investigation.

Please utilize the Quick Reference Guide (QRG) found at optumidaho.com > For Network Providers > Guidelines & Policies for more details on each Critical Incident category and how to report them to Optum Idaho. For any additional questions, please contact your [Provider Relations Advocate](#).

Thank you,
The Optum Idaho Team