

SPECIAL BULLETIN

FOR HIGHMARK HEALTH OPTIONS PROVIDERS

SEPT. 30, 2016

REPORT CRITICAL INCIDENTS WITHIN TWO BUSINESS DAYS

Highmark Health Options providers must report critical incidents to Highmark Health Options within two business days. If you or your staff witnesses, is informed of, or suspects an incident of abuse, neglect or exploitation, it is crucial that you notify Highmark Health Options of the incident.

Highmark Health Options defines a critical incident as “any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of a Highmark Health Options member.”

EXAMPLES OF CRITICAL INCIDENTS

Critical incidents that should be reported include, but are not limited to, the following:

- Unexpected death of a member, including deaths occurring in any suspicious or unusual manner, or suddenly when the deceased was not attended by a physician;
- Suspected physical, mental or sexual mistreatment, abuse, and/or neglect of a member;
- Suspected theft or financial exploitation of a member;
- Severe injury sustained by a member;
- Medication error involving a member; or
- Inappropriate or unprofessional conduct by a provider involving a member

REPORTING CRITICAL INCIDENTS

The reporting of critical incidents is mandatory for all Highmark Health Options providers. Please call the Highmark Health Options' care management department at 1-844-325-6251 to report a critical incident.

Highmark Health Options tracks critical incidents and reviews and analyzes those incidents to identify and address potential and actual quality of care, and/or health and safety issues. Highmark Health Options also identifies, develops and implements strategies to reduce the occurrence of critical incidents, and to improve the quality of care.

Thank you for your participation in Highmark Health Options and for your continued support in providing appropriate care for our members.

