

Incident Reporting Resource and Reminder

Target Audience - Qualified Vendors and Providers

Transmittal Date - 05/20/2026

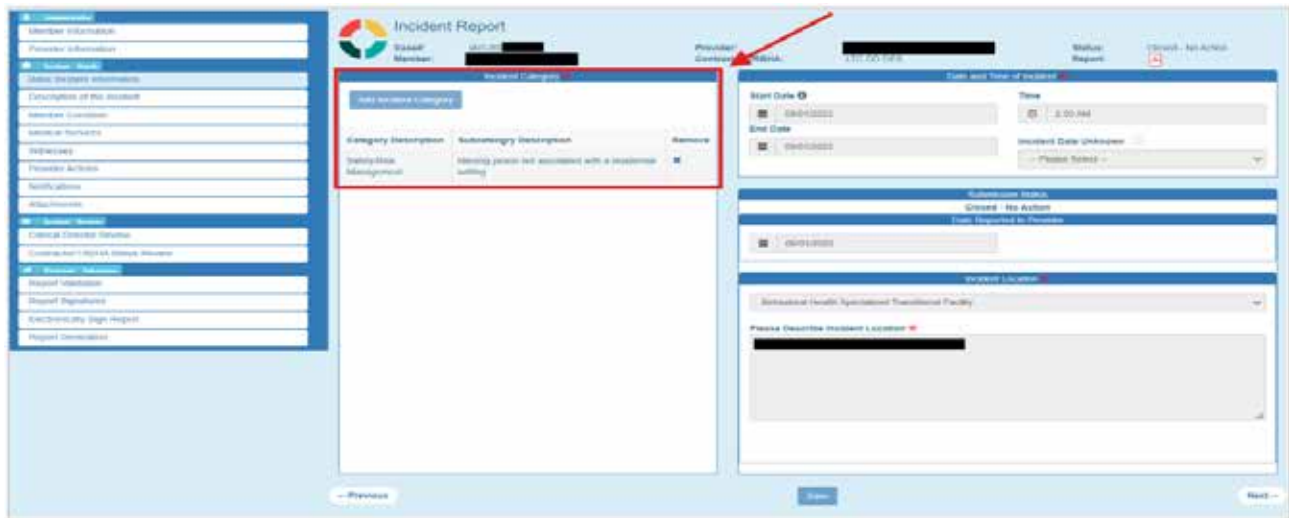
Provider Quick Reference Guide for Incident Reporting

On May 20, the Division published a revised [Provider Quick Reference Guide for Incident Reporting](#). The guide includes updates to align reportable events with [Provider Manual Chapter 70](#) and the Division’s suggestions for the AHCCCS QM Portal Categories to be used for each reportable event. The Division expects Qualified Vendors to begin using the suggested categories within the guide immediately.

Below is the process for selecting an “Incident Category” within the AHCCCS QM Portal.

REQUIRED: An initial allegation must be selected based on the incident. Use the drop-down to select an appropriate “Category Description” and “Subcategory Description”.

NOTE: “Other/Other” should only be used as the exception. The Division will monitor use and may return the IAD to the Qualified Vendor if a more appropriate option is available.

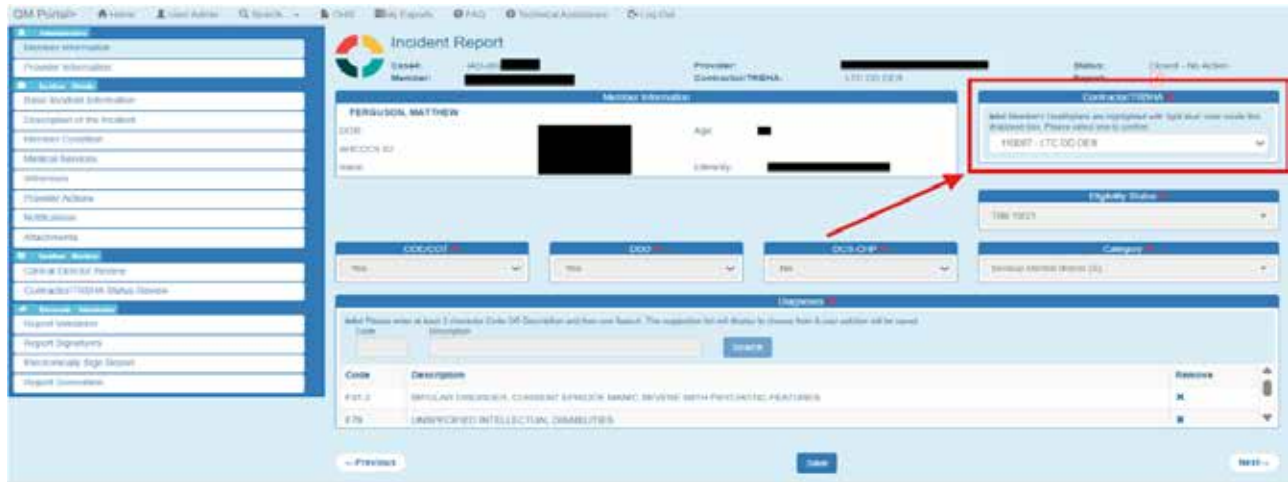


AHCCCS QM Portal Reminder

The Division continues to see a significant volume of incidents entered into the AHCCCS QM Portal that are incorrectly directed to the member’s assigned DDD Health Plan. As a reminder, the AHCCCS

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QM Portal automatically populates the member's current physical/behavioral health plan in the "Contractor/TRBHA" field. Either **010158 - UnitedHealthCare** or **010306 - Mercy Care Plan** will appear for DDD members who are ALTCS eligible. AHCCCS has recently added a pop-up window to prompt entry staff to verify that the correct health plan has been selected. Qualified Vendor staff should update the "Contractor/TRBHA" field to **110007 - LTC DD DES** so the incident is sent correctly to the



Division.

As a reminder, more information on the incident reporting process for the AHCCCS QM Portal can be found in the [Frequently Asked Questions \(FAQ\)](#) and [User Guide/Instructions](#).