

Sent on Behalf of DES/DDD

INCIDENT REPORTING PROCESS CHANGE EFFECTIVE NOVEMBER 1, 2025

Target Audience - Qualified Vendors and Providers

Transmittal Date - 06/11/2025

On December 5, 2024, the Division released the [Incident Reporting Process Change Survey](#) to solicit feedback on the Division changing the incident reporting process. This change would require Qualified Vendors (QV) to directly submit all reportable incidents as defined in Division Medical Manual 961 and Division Provider Manual Chapter 70 directly into the AHCCCS QM Portal. After careful consideration, the Division has decided to require Qualified Vendors and Providers to enter all reportable incidents into the [AHCCCS QM Portal](#) beginning November 1, 2025.

The Division established this implementation date to allow time for Qualified Vendors and Providers to train staff and make any necessary changes to their processes, as QVs indicated was necessary in the survey results. Incidents being reported on or after November 1, 2025 must be submitted directly to the AHCCCS QM Portal. Qualified Vendors must continue using existing processes to submit incident reports directly to the Division through October 31, 2025.

Qualified Vendors and Providers must review the AHCCCS QM Portal User Guides (below) which detail the steps required to enter, review, and approve reportable incidents within the AHCCCS QM Portal.

- [Incident Accident Death Submission User Guide](#)
- [Incident Accident Death Return User Guide](#)
- [Incident Accident Death Approval User Guide](#)

Over the next several weeks, the Division will communicate a schedule for virtual Question & Answer and technical assistance sessions to help prepare QVs for this change. Additionally, the Division will create a User Guide and Frequently Asked Questions that will be published on the Division's website.

For Questions about this change please contact the [Division's Chief Quality Officer](#).