

In the event of an emergency, FIRST CALL 9-1-1.
 First and foremost, take whatever actions are necessary to
 resolve the emergency and ensure health & safety.

PROVIDER QUICK GUIDE FOR INCIDENT REPORTING

Table Header Descriptions

- Reportable Incidents - Submit the incident report to the AHCCCS QM Portal no later than two business days after the occurrence or notification of the occurrence.
- Sentinel Events - Immediately report to the Division at 602-375-1403 or 1-855-375-1403 and submit an incident report to the AHCCCS QM Portal no later than one business day after the occurrence or notification of the occurrence.
- AHCCCS QM Portal Category - Suggested initial Categories based on the reportable event. Subcategories are to be chosen based on the closest match to the reportable event.

REPORTABLE INCIDENTS	SENTINEL EVENTS	AHCCCS QM PORTAL CATERGORY
<p>Abuse, Neglect and/or Exploitation</p> <p><i>NOTE: Requires mandatory reporting to law enforcement, Adult Protective Services (APS), Child Protective Services (CPS), or Tribal Social Services.</i></p>	<p>ALL INSTANCES of sexual abuse or sexual assault</p> <p>OTHER TYPES OF ABUSE – report when an incident poses an immediate and serious threat toward an individual(s) enrolled with the Division.</p> <p>SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or law enforcement intervention.</p>	<p>ABUSE</p>
<p>Delays or difficulty accessing care or services</p>	<p>SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary.</p>	<p>Availability, Accessibility, Adequacy Effectiveness/Appropriateness of Care Safety/Risk Management</p>
<p>Death</p>	<p>DEATHS associated with:</p> <ul style="list-style-type: none"> • Missing Member • Medication error • Fall • Restraint (personal, physical, mechanical) or Seclusion 	<p>DEATH - MEMBER</p>

REPORTABLE INCIDENTS	SENTINEL EVENTS	AHCCCS QM PORTAL CATERGORY
	<ul style="list-style-type: none"> Physical/Sexual Assault 	
Other Preventable Conditions/Healthcare Acquired Conditions	SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary.	OPPC-HCAC
Serious Injury	SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary. SEVERE INJURY associated with: <ul style="list-style-type: none"> Missing Member Suicide attempt or self-harm Medication error Fall Restraint (personal, physical, mechanical) or Seclusion Physical Assault 	Safety/Risk Management
Injury as a result of a personal, physical, chemical, mechanical restraint, or seclusion	SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary. SEVERE INJURY associated with: <ul style="list-style-type: none"> Restraint (personal, physical, mechanical) or Seclusion 	Safety/Risk Management
Medication Error <i>Note: Clearly identify the name of the medication and the staff responsible for the error.</i>	SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary.	Safety/Risk Management
Missing Member	SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary.	Safety/Risk Management
Suicide Attempt	SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary.	Safety/Risk Management
Suspected or Alleged Criminal Activity	SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary.	Safety/Risk Management
Emergency Measures	SERIOUS INJURIES related to the use of emergency physical intervention techniques (risk of immediate death, serious	Member Rights/Respect and Caring

REPORTABLE INCIDENTS	SENTINEL EVENTS	AHCCCS QM PORTAL CATEGORY
<p><i>Note: Clearly identify the emergency physical intervention technique used and the responsible staff involved.</i></p>	<p>impairment or disfigurement with immediate medical intervention necessary).</p>	
<p>Environmental Circumstances</p>	<p>SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary.</p> <p>INVOLVEMENT OF:</p> <ul style="list-style-type: none"> ● Law enforcement ● Emergency Medical Services 	<p>Safety/Risk Management</p>
<p>HIPAA Violation</p> <p><i>Note: HIPAA events should be reported via the Division's website: DDD HIPAA Reporting</i></p>	<p>INVOLVEMENT OF:</p> <ul style="list-style-type: none"> ● Law enforcement/Probation ● Media ● Community 	<p>Member Rights/Respect and Caring</p>
<p>Alleged Fraud, Waste, and Abuse (FWA)</p> <p><i>Note: FWA events should be reported via the Division's website: DDD FWA Reporting</i></p>	<p>INVOLVEMENT OF:</p> <ul style="list-style-type: none"> ● Law enforcement/Probation ● Media ● Community 	<p>FRAUD</p>
<p>Theft or Loss/Damage to an Individual's Property</p>	<p>Theft or Loss/Damage of Member's money or property THAT EXCEEDS \$1,000</p> <p>INVOLVEMENT OF:</p> <ul style="list-style-type: none"> ● Law enforcement/Probation ● Media ● Community 	<p>Member Rights/Respect and Caring</p>
<p>Property Damage less than \$10,000</p>	<p>Property Damage caused by the Member THAT EXCEEDS \$10,000</p> <p>INVOLVEMENT OF:</p> <ul style="list-style-type: none"> ● Law enforcement/Probation ● Media ● Community 	<p>Safety/Risk Management</p> <p>Member Rights/Respect and Caring</p>
<p>Illicit drug use by the Member</p>	<p>SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary.</p>	<p>Availability, Accessibility, Adequacy</p> <p>Effectiveness/Appropriateness of Care</p> <p>Safety/Risk Management</p>

REPORTABLE INCIDENTS	SENTINEL EVENTS	AHCCCS QM PORTAL CATERGORY
	INVOLVEMENT OF: <ul style="list-style-type: none"> ● Law enforcement ● Emergency Medical Services ● Media ● Community 	
Member Rights Violation	SEVERE RISK of immediate death, serious impairment or disfigurement with immediate medical emergency and/or hospitalization necessary. INVOLVEMENT OF: <ul style="list-style-type: none"> ● Law enforcement ● Emergency Medical Services ● Media ● Community 	Member Rights/Respect and Caring
High Profile or Police Involvement	EXTRAORDINARY EVENT involving a Member, service site, Qualified Vendor personnel that will be reported in the newspaper, television, radio, etc. or involves law enforcement.	Safety/Risk Management

The PROVIDER QUICK GUIDE FOR INCIDENT REPORTING is designed to assist with identifying incidents that may require immediate notification to the Division during or after business hours, weekends, and holidays. It is provided as a tool only and not intended to be all-inclusive. Each incident is different, which causes the outcome of the incident to vary from one circumstance to the next. Please use this guide in conjunction with Division Provider Manual Chapter 70, and the [AHCCCS Quality Management Portal Migration Frequently Asked Questions](#) and [AHCCCS Quality Management Portal Migration User Guide](#).

Statewide District Contact Directory

[District Central](#)

- Phone: 602-375-1403 option 2 (normal business hours)
- Fax: 602-532-5511

[District North](#)

- Phone: 928-6374-0923
- Fax: 928-773-8496

District East

- Phone: 602-375-1403 option 1
- Fax: 480-890-7138

District West

- Phone: 602-375-1403 option 3
- Fax: 602-771-1857

District South

- Phone: 520-628-6800
- Fax: 520-628-6682

DCS and APS Notifications

Department of Child Safety: 1-888-SOS-CHILD (1-888-767-2445)

Adult Protective Services (APS): 1-877-SOS-ADULT (1-877-767-2385)