

# What is a Critical Incident?



As defined by the Managed Care Contract:

*“Critical events that negatively impact the health, safety, or welfare of a LTC Plan enrollee, including death by suicide, homicide, abuse/neglect or that is otherwise unexpected; adverse incident or major illness; sexual battery; medication errors; suicide attempts; altercations requiring medical intervention; or elopement.”*



## Why Report?

AHCA has a very strict timeline for reporting Medicaid Managed Long Term Care (MLTC), Home & Community Care-Based Services (HCBS) incidents.

We understand that events can occur with this high-risk population and it is equally as important to keep members as safe as possible while receiving the much needed care they deserve.

A successful patient safety program relies on the affirmative duty to report any incident that causes or potentially could cause member injury/incident. Please report incidents within 24 hour of occurrence.

***Proactive notification depends on you to help us keep our members safe.***



**Providers** are encouraged to use the WellCare **Incident Report** form, which can be found in the Provider section of our website on the Forms page under Medical Records: (<https://www.wellcare.com/en/Florida/Providers/Medicaid/Forms>).

Submit the form immediately upon occurrence of incidents that occur in a home and/or community based long-term care service delivery settings including:

- Community-based residential alternatives
- HCBS provider sites
- Enrollee's home
- Nursing Facilities and ALFs are NOT required to report critical incidents to the plan



## Report IMMEDIATELY!

Please fill out the form in its entirety and **fax** to: **1-813-283-5475** or **email** to: **FL\_incidents@wellcare.com**

Quality care is a team effort.  
Thank you for playing a starring role!

