



Critical Incident Reporting

Classification: Public



Learning Objectives

1

Recognize reportable Critical Incidents (CI)

2

Identify individuals who are required to report a CI

3

Understanding the process for reporting CI



What are Reportable **Critical Incidents**?

Abuse

Neglect

Death
(unexpected)

Exploitation

Serious, life threatening event requiring immediate emergency evaluation by a medical professional

Seclusion
and isolation

Suicide attempt

Disappearance
of a member
(missing person)





Who May Be a Likely Victim?



Member of:	By Definition:
Medicare	<ul style="list-style-type: none"> • Available to most individuals 65 years of age and older • Extended to persons under age 65 who are receiving disability benefits • Extended to those having End Stage Renal Disease (ESRD)
Medicaid/Medi-Cal	<ul style="list-style-type: none"> • Low income children, pregnant women and families
Dual Eligible	<ul style="list-style-type: none"> • Individuals who are dual eligible beneficiaries—meaning eligible for both Medicare and Medi-Cal • Reasons why this group may be vulnerable to abuse or neglect could be due to their medical or mental health conditions, disabilities, advanced age or frailty, social isolation, and poverty.
Private Clients	<ul style="list-style-type: none"> • A privately insured individual

Essentially is could be anybody...



Who Is Required to Report Critical Incidents?

VSP® staff members

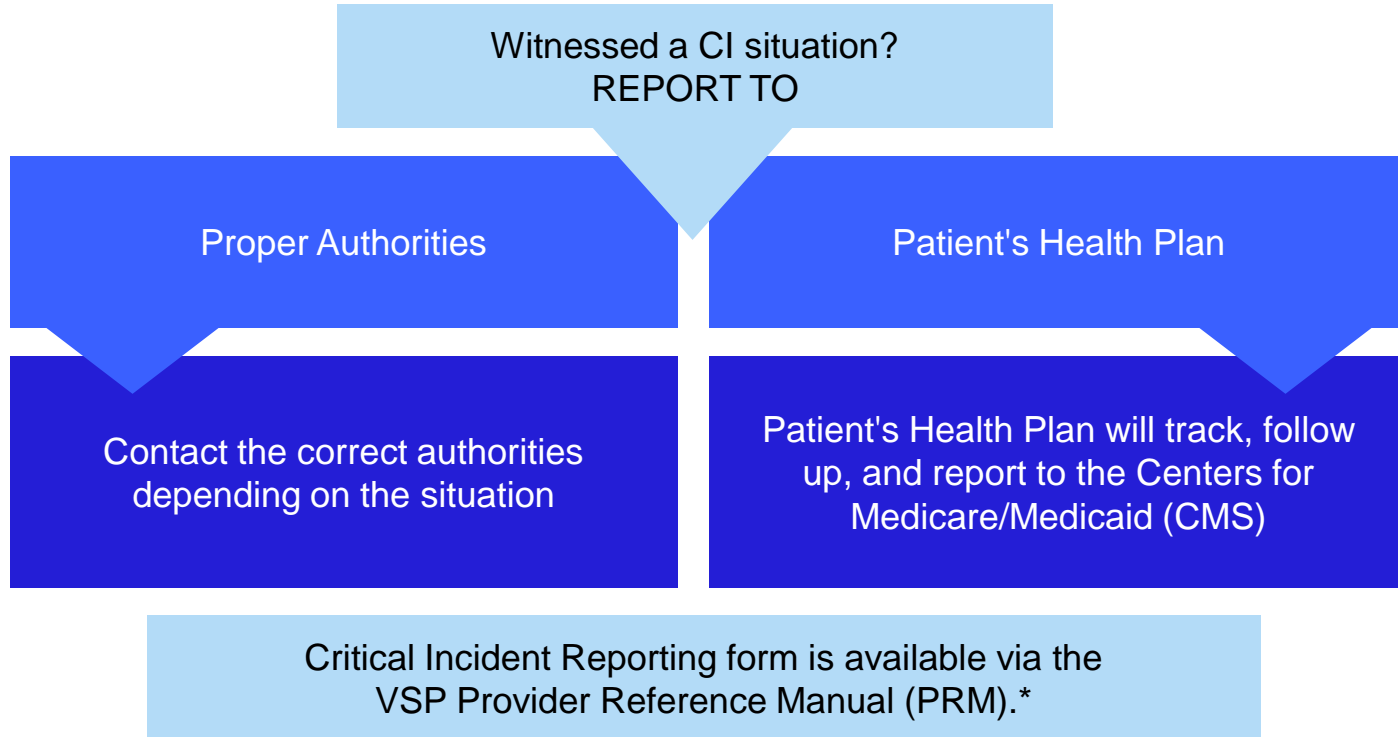
(Member Services, Member Appeals, and Grievances)

VSP Contracted Providers

(Licensed professionals: such as Optometrists, Nurses, Social Workers, and Pharmacists)



How to Report a **Critical Incident**



Key Resources

Resource	Notes
Centers for Medicare and Medicaid Services and the State of California	California Readiness Review
State of California Information	Link to Hotline phone numbers and hours of operation for each county for: Child Protective Services (CPS) Adult Protective Services (APS)
VSP Policy and Procedure	View the policy and procedures in the VSP PRM at VSP Online, after logging into eyefinity.com with your site credentials. doctor.vsp.com/idrs/html/TableOfContents.htm?manual=medicaid&subdir=ca&state=ca
VSP Critical Incident Reporting Form	Can be downloaded from the VSP PRM after logging into eyefinity.com with your login.



Critical Incidents Defined

Abuse—such as punishment in striking a member or willful use of offensive or demeaning language by a caretaker

Neglect—may include failure by any caretaker to provide adequate nutrition, clothing, healthcare, or a safe environment for a member

Exploitation—can be an act committed by a caretaker, relative, or other individual, such as taking or misuse of property or resources like money

Disappearance of a Member (Missing Person)—whenever there is police contact regarding a missing person regardless of the amount of time the person was missing

Death—the death of an individual is reported, regardless of the cause or setting in which it occurred

A serious, life threatening event that requires immediate emergency evaluation by a medical professional—can be a visit to the emergency room that results in medical care that was not anticipated and would not be routinely provided by a Primary Care Provider

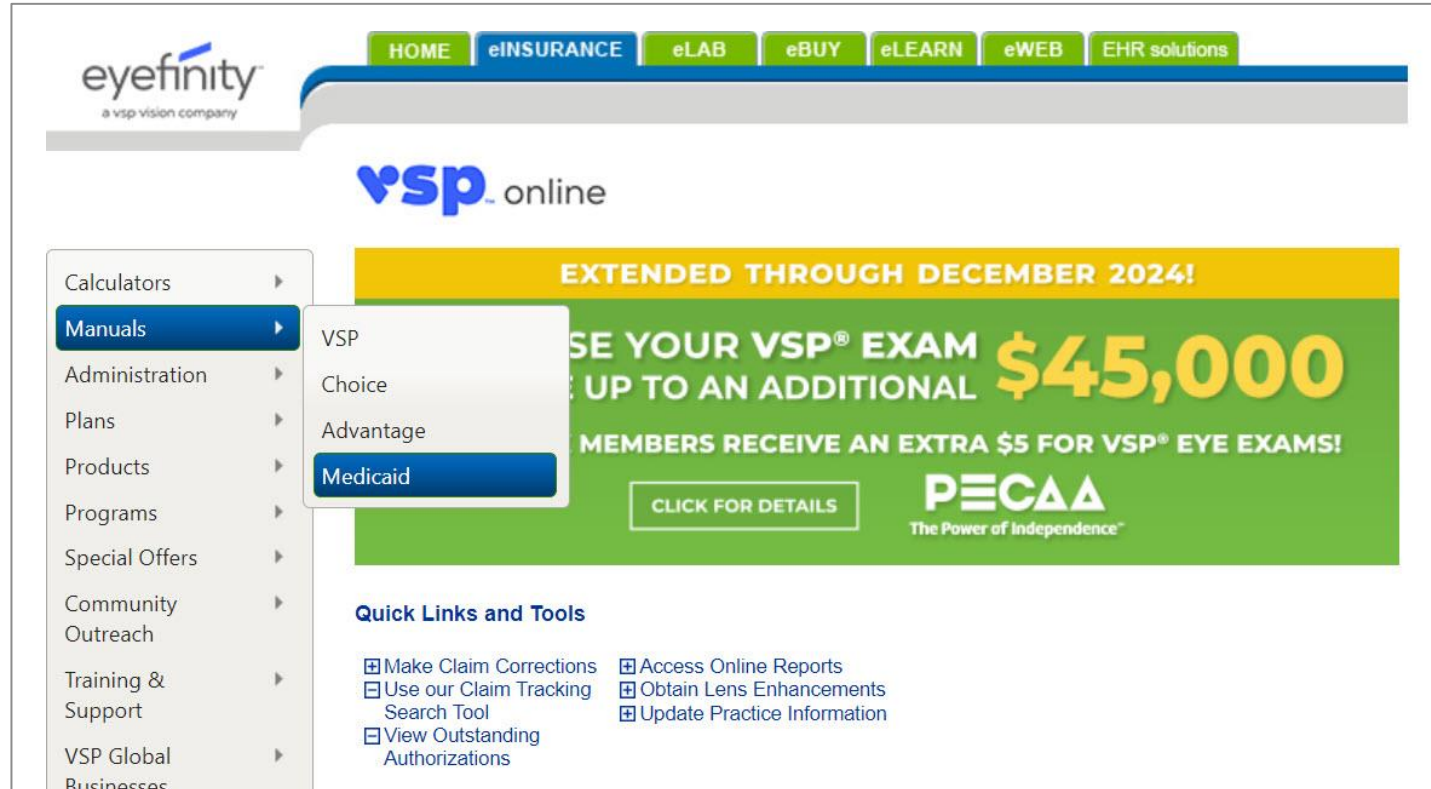
Seclusion and Restraints—seclusion is the involuntary confinement to a place where the individual is physically prevented from leaving; restraints can be personal, mechanical or chemical: personal can be restricting an individual of free movement; mechanical is similar; however, with mechanical there is use of a device that restricts free movement, like hand mitts, and chemical restraints can be the use of drugs to control the individual's activity.

Suicide Attempt—the intentional act to take one's life; this does not include verbal threats.



Accessing the CI Reporting Form

1. Once you've logged into eyefinity.com with your site credentials, select Manuals, and then Medicaid.



The screenshot shows the eyefinity website interface. At the top, there is a navigation bar with the eyefinity logo and a company tagline "a vsp vision company". To the right of the logo are several menu items: HOME, eINSURANCE, eLAB, eBUY, eLEARN, eWEB, and EHR solutions. Below the navigation bar is the "vsp online" logo. A large promotional banner is displayed, featuring a yellow header that says "EXTENDED THROUGH DECEMBER 2024!". The main body of the banner is green and contains the text "USE YOUR VSP® EXAM UP TO AN ADDITIONAL \$45,000" and "MEMBERS RECEIVE AN EXTRA \$5 FOR VSP® EYE EXAMS!". Below this text is a "CLICK FOR DETAILS" button and the PECAA logo with the tagline "The Power of Independence™".

On the left side of the page, there is a vertical navigation menu with the following items: Calculators, Manuals, Administration, Plans, Products, Programs, Special Offers, Community Outreach, Training & Support, and VSP Global Businesses. The "Manuals" item is highlighted in blue, and a sub-menu is open, showing the following options: VSP, Choice, Advantage, and Medicaid. The "Medicaid" option is highlighted in blue.

Below the navigation menu, there is a section titled "Quick Links and Tools" with the following links:

- Make Claim Corrections
- Use our Claim Tracking Search Tool
- View Outstanding Authorizations
- Access Online Reports
- Obtain Lens Enhancements
- Update Practice Information

Accessing the CI Reporting Form, Continued

2. From the Table of Contents page, click the Critical Incident Report to Health Plan link.



The screenshot shows the Medicaid Manual website interface. At the top, there is a navigation bar with a "Medicaid Manual" logo on the left and a small photo of a man in a suit on the right. Below the logo is a dropdown menu labeled "Choose a Manual" with a downward arrow. To the right of the dropdown is a link for "Table of Contents" and a search box with the word "Search" and an empty input field. Below the navigation bar is the main heading "Medicaid Plan Table of Contents". Underneath this heading is a list of links for California: "VSP's Medicaid Plan", "Enrollment/Doctor Participation", "Exam Coverage", "Materials Coverage", "Laboratory", "Submitting Claims/Billing & Reimbursement", "California Medicaid Client Details", "Critical Incident Report to Health Plan", and "Professional Fee Schedule for Routine Services". The link "Critical Incident Report to Health Plan" is highlighted with a yellow background.

Sample Critical Incident Report Form



Critical Incident Report to Health Plan

Reporter Name: _____ Date Reported: _____

Contact Number/Email: _____

Office Name: _____

Type of Practice: _____

Member Last Name:	Member First Name:	Date of Birth:
Member Health Plan Name:	Member Health Plan ID number:	

Critical Incident Information:

Date Critical Incident Identified: _____

Agency/Authority Critical Incident Reported to: _____

Critical Incident Category:

Abuse Neglect Exploitation
 Disappearance Death Life-threatening Event
 Suicide Attempt Restraint or Seclusion

Brief description of Critical Incident (Who, what, where, etc.)

Please submit completed report form to the Patients Health Plan

