



GEORGIA DEPARTMENT
OF COMMUNITY HEALTH

HCBS Incident Reporting System



ARC Network Meeting

August 19, 2020

The background of the slide is a solid blue color. It is decorated with several curved, wavy lines in shades of light blue and yellow-green that sweep across the top and bottom of the frame, creating a sense of motion and depth.

Active Counties

Counties included in April Launch

Baker

Grady

Schley

Calhoun

Harris

Seminole

Chattahoochee

Lee

Stewart

Clay

Macon

Sumter

Crisp

Marion

Talbot

Colquitt

Miller

Taylor

Decatur

Mitchell

Terrel

Dooly

Muscogee

Thomas

Dougherty

Quitman

Webster

Early

Randolph

Worth



Counties included in June Launch

Baldwin

Jones

Upson

Bibb

Lamar

Spaulding

Carroll

Meriwether

Troup

Coweta

Monroe

Twiggs

Crawford

Peach

Wilkinson

Heard

Pike

Houston

Pulaski



Counties included in August Launch

Appling	Bulloch	Echols	Jeff Davis	Telfair
Atkinson	Camden	Effingham	Johnson	Tift
Bacon	Candler	Evans	Laurens	Toombs
Benhill	Charlton	Emanuel	Lowndes	Ware
Berrien	Chatham	Glynn	Mcintosh	Wayne
Bleckley	Clinch	Lanier	Montgomery	Wilcox
Brantley	Coffee	Liberty	Pierce	Wheeler
Brooks	Cook	Long	Putnam	Turner
Bryan	Dodge	Irwin	Tattnall	Treutlen



The background of the slide features a solid blue color with several flowing, wavy lines in a lighter blue and a yellow-green hue. These lines curve across the top and bottom of the slide, creating a sense of motion and depth.

Incident Reporting Process

Who is required to submit an Incident Report?

- Direct Service Providers
 - All incidents that occur at the direct service providers' location OR where the direct service provider is the first person to witness or discover the incident, regardless of location.
- Case Managers
 - The case manager is responsible for reporting incidents if he/she is the first person to witness or discover the incident.

Note: ERS providers are exempt from complying with the new incident reporting system.



Responsibilities of the Reporting Provider

- **Submit** the Incident Report to the Department within 24 hours of the incident, or the discovery of the incident, but no later than one (1) business day. The incident report will be located at: <https://www.medicaid.georgia.gov> under Provider links.
- **Notifications to:**
 - The individual's guardian and/or next of kin, as legally appropriate:
 - Notification of incident with a severity ranking of 3 and above shall occur within two (2) hours.
 - Notification of all other incidents shall occur within twenty-four (24) hours.
 - If the event occurred in an unlicensed facility/agency, Law enforcement and Adult Protective Services in instances of suspected abuse, neglect and/or exploitation of the member.
 - If the event occurred in a licensed facility/agency, Law enforcement, Healthcare Facilities Regulation Division, and the Long-term Care Ombudsman in instances of suspected abuse, neglect and/or exploitation of the member.
 - If instances of suspected abuse, neglect and/or exploitation of a member who is a minor, Law enforcement and the Child Protective Services.



Responsibilities of Case Management

- **Investigate** or **follow-up** on the incident with involvement of other waiver providers as applicable
 - Ensure that no other incidents or abuse takes place while the investigation is ongoing.
 - Determine if risk factors existed prior to the incident, which may have identified potential for incident occurrence.
 - Identify interventions to reduce or prevent a similar incident in the future.
 - Identify the individual responsible for implementation of the interventions and the process for evaluating the effectiveness of the plan.
- **Submit** the Follow-Up and Interventions Report to the Department within seven (7) business days. Link to the report is in the confirmation email received after submission of the incident report.
- **Maintain** documentation of all reports in the client record



Frequently Noted Errors to Avoid

- Direct Service Providers **failing to include case management** information when submitting the incident report.
- **Entering email addresses incorrectly** which results in the reporting provider or other points of contact from receiving email notifications.
- Submitting reports for **counties that are not actively** using the new reporting tool.
- Direct Service Providers should not complete the Follow-Up and Interventions Report.
- **Failing to submit the Follow-Up and Interventions Report** within 7 business days.
- Failing to provide a **Progress Update** when requested by the waiver specialist.



Accessing the Incident Report

The screenshot shows the Georgia Medicaid website interface. At the top, there are navigation links: [Patients First Act](#), [PeachCare for Kids](#), [Planning For Healthy Babies](#), [\(TEFRA\)/Katie Beckett](#), [Georgia Families](#), and [Georgia Families 360°](#). Below these, the 'Providers' section is highlighted with a white box and a red arrow pointing to the [HCBS Incident Reporting System](#) link. The 'Providers' section text reads: 'These links take you to the main website for the Department of Community Health.' Other links in this section include [Provider Types](#), [Preferred Drugs](#), and [Provider Forms](#). To the right, the 'Medicaid News' section features a link to [Patients First Act](#) and a paragraph about waiver submissions and a public comment period for the 1332 Waiver Application. The footer contains the Georgia Medicaid logo, social media icons for Facebook, Twitter, LinkedIn, and YouTube, and navigation links for 'How can we help?', 'Apply for Medicaid', and 'Your Government'. The Windows taskbar at the bottom shows the date as 7/13/2020 and the time as 11:51 AM.



Identify Member's Case Manager

Direct Service Providers must select the correct case management agency. All emails listed on the incident report will receive notification that an incident report has been submitted and will receive all other email notifications from the Department.

er-programs/hcbs-incident-reporting-system

Search...

I am the contact person to contact if there are questions about this report* (7)
☐ Yes ☐ No

Case Management Provider

I am a case manager:* (7)
☐ Yes ☒ No

Provider Name:*

Case Manager Name:*

Case Manager Phone:

Case Manager Email:*

Date and Time of Notification:*

Method of Notification:
☐ Phone
☐ Email
☐ In Person Convers
☐ Webform
☐ Fax
☐ Text
☐ Other

Notifications
The reporter will notify all notified, the date and me

Entity Notified:

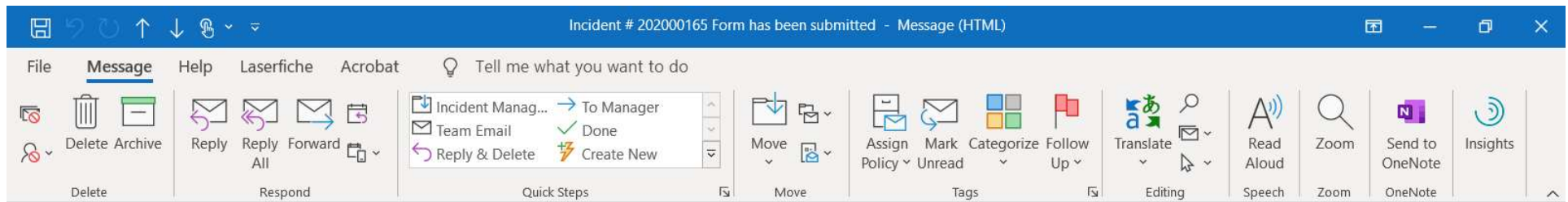
Name of Person Notified:

Date and Time of Notification:

360 Case Management - CCSP
360 Case Management - ICWP
360 Case Management - SOURCE
A Step Above
Ace Care Management
Affiliated Case Management, Inc.
Albany ARC
All About You Consulting
Andrea Monday Case Management
Atlanta Pro Health, LLC
Autumn Moon Case Management
Averhart's Case Management
B&B Care Services
Benchmark Human Services
Brown and Walker consultant
CAL Management Services, LLC
Care Lync Georgia, LLC
Caring Hands Case Management Services
Caring Hearts Case Management
Columbus Regional Healthcare System
Compassionate Care
Concerted Services (Action Pact)
Crisp Care Management
Crossroads Community - Perry
Crossroads Community - Tifton
CSS Management Services
D&B Case Management Firm LLC
Destiny Bound (CM)
Disability Action Center/Disability Link



Confirmation Email Example



Incident # 202000165 Form has been submitted

 workflow@dch.ga.gov
To Luca, Lavinia
Cc Dugger, Rebecca

Copy of the Incident Report

 Reply  Reply All  Forward 
Thu 1/30/2020 10:29 AM

 FIRST QUALITY HLTH CARE INC ICWP - 000905055A - Incident Form - 1302020 102901 AM.pdf
123 KB

Incident Report No. 202000165 was successfully submitted to the Department of Community Health. A summary of the incident is included in this email. Please save a copy of the report in the member's record. The Follow-Up and Interventions Report is due within seven (7) business days and can be accessed using the link included in this email.

https://forms.dch.georgia.gov/Forms/HCBS_Incident_Report_Follow_Up?Incident_Number_=202000165

Link to access the Follow-Up and Interventions Report



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Follow-Up and Interventions Report

GEORGIA DEPARTMENT OF COMMUNITY HEALTH HCBS Incident Follow-Up and Interventions Report

Incident Number: * (?) 202000608

Member Name: * (?)

Provider Name: * (?)

What did your agency do directly following the incident to make sure the individuals and staff were safe? * (?)

What circumstances may have led to the incident? * (?)

Was the incident due to COVID-19? *

360 Case Management - CCSP
360 Case Management - ICWP
360 Case Management - SOURCE
A Step Above
Ace Care Management
Affiliated Case Management, Inc.
Albany ARC
All About You Consulting
Andrea Monday Case Management
Atlanta Pro Health, LLC

Per policy, it is a function of case management to fill out the Follow-Up and Interventions Report. A set list of case management agencies has been included in the report.



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Follow-Up Review Decisions

- Approved/In Progress
 - Follow-up information is determined to be sufficient, but the interventions identified may warrant providing the waiver specialist additional information as they are completed.
 - Requires submission of progress updates using the Progress Update Form at the frequency indicated by the waiver specialist; weekly, bi-weekly, and monthly.
- Approved/Closed
 - Follow-up information is determined to be sufficient and demonstration of noted interventions have been completed or require no further follow-up to the waiver specialist.
- Denied/Re-submit
 - Follow-up information is not complete, or interventions may not be appropriate or there are other noted errors requiring resubmission of the report. The resubmission will be due in three (3) business days by case management.
- Denied/Closed
 - Notable errors were found on the incident report and the follow-up report requiring termination of the existing report and the submission of an entirely new incident report.



Progress Update Email Example

The screenshot shows an email client window with the title bar "FW: Incident # 202000802 - Follow-Up and Interventions Report has been Approved and Is In Progress - Message (HTML)". The ribbon includes "File", "Message", "Help", "Laserfiche", "Acrobat", and "Tell me what you want to do". The "Message" tab is active, showing options like "Delete", "Archive", "Reply", "Reply All", "Forward", "Move", "Assign Policy", "Mark Unread", "Categorize", "Follow Up", "Translate", "Read Aloud", "Zoom", "Send to OneNote", and "Insights".

FW: Incident # 202000802 - Follow-Up and Interventions Report has been Approved and Is In Progress

SV Stelly, Vonnie
To: Luca, Lavinia
Office-404 030-1813

Fri 7/10/2020 1:31 PM

Reader Advisory Notice: E-mail to and from a Georgia state agency is generally public record, except for content that is confidential under specific laws. Security by encryption is applied to all confidential information sent by e-mail from the Georgia Department of Community Health.

From: HCBS.IncidentReports@dch.ga.gov <HCBS.IncidentReports@dch.ga.gov>
Sent: Wednesday, July 8, 2020 1:46 PM
To: [Redacted]
Cc: Stelly, Vonnie <VStelly@dch.ga.gov>
Subject: Incident # 202000802 - Follow-Up and Interventions Report has been Approved and Is In Progress

The waiver specialist has required a progress update Weekly until all interventions are deemed complete. Reminder emails will be sent to notify that a progress update is due.

[Redacted]

Progress update form can be accessed using the link included in this email.

https://forms.dch.georgia.gov/Forms/HCBS_Progress_Update_Report?Incident_Number_=202000802

Note the frequency indicated for the progress update: weekly, bi-weekly, or monthly

Link to access the Progress Update Form

HCBS Incident Reporting System Resources

The screenshot shows a web browser window with the URL <https://medicaid.georgia.gov/programs/all-programs/waiver-programs/hcbs-incident-reporting-system-resources>. The page features a left-hand navigation menu with the following items: Georgia Money Follows The Person (Ga MFP), Patients First Act, Planning For Healthy Babies, Non-Emergency Medical Transportation, Right from the Start Medical Assistance Group, TEFRA/Katie Beckett, Waiver Program (expanded), HCBS Incident Reporting System, HCBS Incident Reporting System Resources (highlighted), and Long Term Services and Supports. A text box on the right states: "Resources include: Training presentations, list of counties that are actively using the new reporting tools, definitions of incident types, link to waiver policy manuals, etc." A large arrow points from this text box to the URL <https://medicaid.georgia.gov/programs/all-programs/waiver-programs/hcbs-incident-reporting-system-resources>. The footer of the page includes the Georgia Medicaid logo, social media icons for Facebook, Twitter, LinkedIn, and YouTube, and a Windows taskbar at the bottom.

Resources include: Training presentations, list of counties that are actively using the new reporting tools, definitions of incident types, link to waiver policy manuals, etc.

<https://medicaid.georgia.gov/programs/all-programs/waiver-programs/hcbs-incident-reporting-system-resources>



Q&A



For questions or technical assistance, please email the HCBS Waiver Team at HCBS.IncidentReports@dch.ga.gov



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