

Critical Incident Reporting Reminders



1 Personal care services (PCS) and support broker agencies are required to submit critical incident reports for the following types of incidents:

- Abuse
- Death
- Emergency Services
- Environmental Hazards
- Exploitation
- Law Enforcement
- Missing Person / Elopement
- Neglect

2 PCS and support broker agencies are required to submit critical incident reports for all Centennial Care members within the Categories of Eligibility (COE) identified in the following table.

Category	Description
001	Supplemental Security Income (SSI) or Medicaid Extension (aged)
003	SSI or Medicaid Extension (blind)
004	SSI or Medicaid Extension (disabled)
081	Institutional Care (aged)
083	Institutional Care (blind)
084	Institutional Care (disabled)
090	HIV/AIDS
091	Disabled and Elderly (aged) - Home and Community Based Services (HCBS) Waiver
092	Brain Injury HCBS Waiver
093	Disabled and Elderly (blind)
094	Disabled and Elderly (disabled)
100	With Nursing Facility Level of Care (NFLOC)
200	With NFLOC

3 PCS agencies are responsible for advocating and submitting critical incidents for members who choose the Consumer-Delegated and Consumer-Directed models of care.

4 Support brokers are responsible advocating and submitting critical incidents for members who choose to receive the Self-Directed Community Benefit (SDCB).

5 Contact criticalincident@phs.org for questions about reporting critical incidents.