



Reporting Critical Incidents

All Presbyterian Turquoise Care members who get Medicaid Home and Community Based Services should be able to live a life that is free from harm. Harmful incidents (events) may be reported to Presbyterian Health Plan. Presbyterian and our contracted providers are required to report these incidents for our Home and Community Based members.

These incidents include: abuse, neglect, exploitation, emergency services, death, environmental hazards, law enforcement intervention, or a missing person.

Who may report:

- Presbyterian Turquoise Care members who get Home and Community Based Services including Personal Care Services (PCS) and Self-Directed benefit services.
- Presbyterian Turquoise Care members who get Behavioral Health services.
- Your representative may also report a critical incident on your behalf.

To report an incident, contact your Presbyterian Health Plan care coordinator or call Presbyterian Customer Service using the information below.

Phone: 505-923-5200 or 1-888-977-2333 | TTY: 711

E-mail: info@phs.org

Hours: Monday through Saturday, 8:00 a.m. to 6:00 p.m.

Navajo language Hotline: 505-923-5157 (Albuquerque), 1-888-806-8793 (outside Albuquerque)

The Presbyterian representative will file a report about the incident. The report will then be filed with the New Mexico Healthcare Authority (HCA).