

April 9, 2021

Subject: Critical Incident Reminders

Dear Valued Personal Care Service Agency,

Presbyterian Health Plan, Inc. (Presbyterian) is committed to meeting the healthcare and safety needs of its members. To help ensure Presbyterian Centennial Care members continue to receive the highest quality of care at the right time and in the right setting, we would like to remind personal care services (PCS) agencies of the following Critical Incident Reporting requirements.

Critical Incident Reporting Reminders

- Critical Incident Reporting is required for the following incident types:
 - Abuse
 - Death
 - Neglect
 - Law Enforcement
 - Exploitation
 - Environmental Hazards
 - Emergency Services
 - Missing/Elopement
- Critical Incident Reporting is required for all Centennial Care members within the Categories of Eligibility (COE) outlined 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)
100	With Nursing Facility Level of Care (NFLOC)
200	With NFLOC

- Members can receive PCS through the service delivery model of their choice: Consumer Delegated or Consumer Directed.

- Regardless of the service delivery model (Consumer Delegated or Consumer Directed), it is the PCS agency’s responsibility to advocate for their members in reporting and submitting critical incidents. PCS agencies are also responsible for educating members on how to report critical incidents when they receive service through the Consumer Directed model.

Please note that these critical incident requirements are mandated in accordance with the following:

- The New Mexico Administrative Code (8.308.21.15 NMAC)
- The New Mexico Managed Care Policy Manual (Section 18.3)
- Providers’ Service Agreement with Presbyterian
- The Presbyterian Practitioner and Provider Manuals, which are an extension of a provider’s Service Agreement with Presbyterian

If you have any questions regarding Critical Incident Reporting, then please feel free to contact us at **criticalincident@phs.org**. If you have other questions, please use the information below to contact your Provider Network Operations relationship executive.

As always, thank you for continuing to partner with us to improve the health of the members we serve.

Provider Network Operations



Hours: Monday through Friday, 8 a.m. to 5 p.m.



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Contact Guide: www.phs.org/ContactGuide



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