

Optum Idaho Critical Incident Reporting

QUICK REFERENCE GUIDE (QRG)

Critical Incident (also known as a **Sentinel Event**): A serious, unexpected occurrence involving a member that is believed to represent a possible Quality of Care concern on the part of the provider or agency providing services, which has, or may have, detrimental effects on the member, including death or serious disability, that occurs during the course of or subsequent to a member receiving behavioral health treatment.

OPTUM IDAHO CRITICAL INCIDENT DEFINITIONS:

1. **A completed suicide by a member** who was engaged in treatment services at any level of care at the time of the death or within the previous 60 calendar days.
2. **A serious suicide attempt by a member** who was engaged in treatment services at any level of care that required an overnight admission to a hospital medical unit.
3. **An unexpected death of a member** that occurred while the member was engaged in treatment services at any level of care or within 12 months of a member having received treatment services.
4. **A serious injury of a member** that required an overnight admission to a hospital medical unit that occurred on an agency's premises or in the community at the time that the member was receiving treatment services at any level of care, including home-based services.
5. **A report of a serious physical assault of a member** that occurred on an agency's premises or in the community at the time that the member was receiving treatment services at any level of care, including home-based services.
6. **A report of a sexual assault of a member** that occurred on an agency's premises or in the community at the time that the member was receiving treatment services at any level of care, including home-based services.
7. **A report of a serious physical assault by a member** that occurred on an agency's premises or in the community at the time that the member was receiving treatment services at any level of care, including home-based services.
8. **A report of sexual assault by a member** that occurred on an agency's premises or in the community at the time that the member was receiving treatment services at any level of care, including home-based services.
9. **A homicide that is attributed to a member** who was engaged in treatment services at any level of care at the time of the homicide or within the previous 60 calendar days.
10. **A report of an abduction of a member** that occurred on an agency's premises or in the community at the time that the member was receiving treatment services at any level of care, including home-based services.
11. An instance of **care ordered or provided for a member by someone impersonating a physician, nurse or other health care professional**.
12. **High profile incidents** identified by the IDHW as warranting investigation.

HOW TO MANAGE AND REPORT CRITICAL INCIDENTS:

1. Network provider becomes aware of a member event that might be classified as a **Critical Incident (CI)**
2. **Confirm** that member event meets one (1) of the CI definitions (consult clinical supervisor as needed)
3. **Notify Optum** of CI involving a member by calling the Provider Service Line. Connect with a Customer Service Representative or the Clinical Team.
(855) 202-0983
4. **Provide** the following information:

<ul style="list-style-type: none"> ▪ Detailed description of event ▪ Member name ▪ DOB ▪ Medicaid ID# 	<ul style="list-style-type: none"> ▪ Agency name/Region ▪ Services provided to member ▪ Provider Staff Contact Name ▪ Provider Contact Phone # ▪ Agency Fax #
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5. **Send** documents when requested by Optum:
 - CDA/GAIN
 - Treatment Plans
 - Progress Notes
 - Incident Reports

NETWORK RESOURCE MANUAL

For complete information about critical incidents, please reference page 61 of the linked [Optum Idaho Provider Manual](#) that is located on the OptumIdaho.com website.