



Critical Incident Reporting

Thank you for being our trusted partner in the health, safety and well-being of our members!

Providers are required to assure the immediate health and safety of members when becoming aware of abuse, neglect or exploitation. Please ensure you also report actual or suspected critical incidents to the appropriate state agency and/or police and emergency medical services (EMS).

What is a Critical Incident?

Any occurrence that results in injury, abuse, neglect or exploitation of a beneficiary. Specific examples could include, but are not limited to:

- A major injury or trauma that has the potential to cause prolonged disability or death of a member and occurs in a facility licensed by the state to provide publicly funded behavioral health services.
- An unexpected death of a member that occurs in a facility licensed by the state to provide publicly funded behavioral health services.
- Abuse, neglect, exploitation or unexpected death of a member (not to include child abuse).
- Violent acts allegedly committed by the member (arson, assault resulting in serious bodily harm, homicide or attempted homicide by abuse, drive by shooting, extortion, kidnapping, rape, sexual assault, or indecent liberties, robbery, vehicular homicide).
- Unauthorized leave of a mentally ill, sexual, or violent offender from a mental health facility or secure community transition facility (i.e., evaluation and treatment centers, ICSS units, secure detox units and triage facilities) that accept involuntary admissions.
- Any event involving a member that has attracted or is likely to attract media attention.
- Homicide or attempted homicide by the member.

CareSource is required to report all actual or suspected critical incidents involving members to the Department of Health Care and Finance Policy (DHCFP) within one day of discovery. As a CareSource provider, you are required to have a

written Policy and Procedure in place for your practice to address Critical Incidents.

Please submit any critical incidents to CareSource as soon as you become aware of them by completing the Critical Incident Report Form securely online and/or emailing it to [Nevada Critical Incidents@CareSource.com](mailto:NevadaCriticalIncidents@CareSource.com). The form can be found on **CareSource.com** > Providers > [Forms](#).

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