



Centennial Care Reporting Instructions Critical Incidents – Report #36

Report Objective

To monitor key metrics regarding critical incidents for members of Centennial Care and specific subpopulations and to provide quantitative and qualitative analysis of critical incidents and the managed care organization's (MCO's) actions in response to critical incidents.

General Instructions

The MCO is required to submit the Critical Incidents (CI) report on a quarterly basis. However, some sections within the report are formatted for monthly data. This report is to be completed using data obtained from the HSD/MAD/QB web-based Critical Incident Reporting System (HSD Critical Incident Portal). See "Critical Incident Reporting" section below for additional details regarding the HSD CI Portal. **Each quarter's data is to be obtained from the HSD CI Portal on the 8th day of the month following quarter-end.** For example, data used to populate the sections of the report for the first quarter (Quarter 1) must be obtained from the HSD CI Portal on April 8. If this date falls on a weekend or State of New Mexico holiday, the data pull should occur on the next business day. This report is due on the 30th day of the month following the end of the reporting quarter. If a report due date falls on a weekend or a State of New Mexico holiday, receipt of the report the next business day is acceptable. Please adhere to the following reporting periods, data pull dates, and due dates below:

Quarter	Reporting Period	Data Pull Dates	Report Due Date
1	January 1 – March 31	April 8	April 30
2	April 1 – June 30	July 8	July 30
3	July 1 – September 30	October 8	October 30
4	October 1 – December 31	January 8	January 30

The MCO must submit two files for this report:

1. An **Excel workbook** with quantitative data.
2. A **Word document** with responses to analysis questions.

This document provides instructions for both the Excel-based and Word-based sections of the report.

An Excel workbook is provided as a separate attachment for submission. Quantitative data **must** be entered in the Excel workbook. The MCO must ensure that data is entered in all fields in the Excel template. All formulas provided in the workbook are locked and shall not be altered by the MCO. The MCO must provide responses to the analysis questions in a separate Word document.

The report will be considered incomplete if any field is left blank or analysis question is not answered. Use "ND" if there is no data available to report. Use "N/A" if the data field is not applicable.

An electronic version of the report in Excel and responses to analysis questions in Word must be submitted to the New Mexico Human Services Department (HSD) by each report due date listed above. The report shall be submitted via the State's secure DMZ FTP site. The date of receipt of the electronic version (both files) will serve as the date of receipt for the report.



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The MCO shall submit the electronic version of the Report using the following file labeling format: MCO.HSD36.Q#CY##.v#. The “MCO” part of the labeling should be the MCO’s acronym for their business name. With each Report submission, change the quarter reference (Q# - e.g., Q1), the calendar year (CY## - e.g., CY19), and the version number (v# - e.g., v1), as appropriate. The version number should be “1” unless the MCO is required to resubmit a Report for a specified quarter. In those instances, the MCO will use “2” and so on for each resubmission.

The MCO’s name, the reporting period, and the report run date (data pull date) must be entered on the top portion of the first worksheet in the Excel report. The report run date refers to the date that the data for the quarter was retrieved from the MCO’s system. The dates and MCO name entered on the top of the first worksheet will automatically appear on the top of all other worksheets of the report. The start and end of the reporting period must be entered in the format illustrated below.

The Word document must also display the MCO’s name and the reporting period at the top of the page.

Reporting Period	MM/DD/YYYY	through	MM/DD/YYYY
MCO Name	MCO's Full Name		
Report Run Date	MM/DD/YYYY		

Attestation and Penalties

The MCO shall ensure that all data is accurate and appropriately formatted in the workbook prior to submitting the report. Per Sections 4.21 and 7.3 of the Centennial Care contract, failure to submit accurate reports and/or failure to submit properly formatted reports may result in monetary penalties of \$5,000 per report, per occurrence.

The MCO shall include a signed Centennial Care Report Attestation Form with each Report submitted. Failure to submit a signed attestation form by the Report due date will result in the entire Report being late. Per Sections 4.21 and 7.3 of the Centennial Care contract, failure to submit timely reports may result in monetary penalties of \$1,000 per report, per calendar day. The \$1,000 per calendar day damage amounts will double every ten calendar days.

Critical Incident Reporting

Each contracted MCO has access to the HSD/MAD/QB web-based Critical Incident Reporting System (HSD CI Portal). MCO access to the HSD CI Portal includes access to all critical incident reports submitted by the MCO. It also includes all critical incidents submitted by providers of authorized services for the members of that MCO. The reports are available in real time as they are entered into the database.

The MCO is directed to review all incident reports regarding their members within 24 hours of the report submission. The MCO will utilize the State approved process for review of critical incidents and actions appropriate to the incident reported including reporting abuse, neglect, and exploitation reports to Adult Protective Services.

This report captures information for critical incidents reported through the Critical Incident Reporting System and those reported through any other means (e.g., fax, secure email, etc.) and that fall within the



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13 Categories of Eligibility (COEs) listed in the Definitions section of this report. The report also contains two sections (behavioral health death counts in Section IV and analysis questions in Section X: Behavioral Health Deaths) that collect data for members receiving behavioral health services and that do not fall into one of the 13 COEs listed in this report.

Related Contract Requirements

- 1. Section 4.21 – Reporting Requirements
- 2. Section 7.3 – Failure to Meet Agreement Requirements
- 3. Section 4.12.16 – Critical Incident Management

Definitions

Behavioral Health Provider	Institutions, facilities, agencies, physicians, health care practitioners, or other entities that are licensed or otherwise authorized to provide behavioral health services.
Critical Incident	<p>Standard definition: An occurrence that represents actual or potential serious harm to the well-being of a member or to others by members.</p> <p>Definition for Behavioral Health: A reportable incident for the behavioral health provider community is defined as any known, alleged or suspected event of abuse, neglect, exploitation, injuries of unknown origin, death, environmental hazard, which involve some level of reporting or intervention with other state or service entities including law enforcement, crisis or emergency services, and present actual or potential serious harm to the well-being of a consumer or to others by the consumer. These are unexpected occurrences involving serious physical or psychological injury, or risk thereof, occurring during the course of a consumer being under the care of a behavioral health provider but that may not be directly linked to those services.</p>
Follow-Up	Actions taken as a result of reviewing a critical incident that: (i) require investigation or intervention for issues of health and safety, (ii) include a referral or request for additional information to internal or external staff or agencies, or (iii) include any change in MCO activities (care coordination visit or care coordination investigation or intervention, reassessment, change in care plan, etc.).
The International Classification of Diseases Clinical Modification (ICD-CM), 10th revision and future revisions	The ICD-CM is maintained jointly by the National Center for Health Statistics (NCHS) and the Centers for Medicare & Medicaid Services (CMS).



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Category of Eligibility (COE)	<p>For the purposes of this report, members are identified by the following categories of eligibility:</p> <table border="1" style="width: 100%;"> <tr> <td colspan="2" style="background-color: #cccccc;">SSI</td> </tr> <tr> <td style="width: 10%;">001</td> <td>SSI Aged</td> </tr> <tr> <td>003</td> <td>SSI Blind</td> </tr> <tr> <td>004</td> <td>SSI Disabled</td> </tr> <tr> <td colspan="2" style="background-color: #cccccc;">Institutional</td> </tr> <tr> <td>081</td> <td>Institutional Aged</td> </tr> <tr> <td>083</td> <td>Institutional Blind</td> </tr> <tr> <td>084</td> <td>Institutional Disabled</td> </tr> <tr> <td colspan="2" style="background-color: #cccccc;">Home and Community Based Services</td> </tr> <tr> <td>090</td> <td>Home and Community Based Waiver – HIV/AIDS</td> </tr> <tr> <td>091</td> <td>Home and Community Based Waiver – Aged</td> </tr> <tr> <td>092</td> <td>HCBS Brain Injury</td> </tr> <tr> <td>093</td> <td>HCBS Aged and Disabled</td> </tr> <tr> <td>094</td> <td>HCBS Disabled</td> </tr> <tr> <td colspan="2" style="background-color: #cccccc;">Affordable Care Categories</td> </tr> <tr> <td>100*</td> <td>Adult Group Ages 19-64</td> </tr> <tr> <td>200*</td> <td>Parent/Caretaker Relative</td> </tr> <tr> <td colspan="2">*COE 100 & 200 recipients must also have a “NFL” (Nursing Facility Level) setting of care.</td> </tr> </table>	SSI		001	SSI Aged	003	SSI Blind	004	SSI Disabled	Institutional		081	Institutional Aged	083	Institutional Blind	084	Institutional Disabled	Home and Community Based Services		090	Home and Community Based Waiver – HIV/AIDS	091	Home and Community Based Waiver – Aged	092	HCBS Brain Injury	093	HCBS Aged and Disabled	094	HCBS Disabled	Affordable Care Categories		100*	Adult Group Ages 19-64	200*	Parent/Caretaker Relative	*COE 100 & 200 recipients must also have a “NFL” (Nursing Facility Level) setting of care.	
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081	Institutional Aged																																				
083	Institutional Blind																																				
084	Institutional Disabled																																				
Home and Community Based Services																																					
090	Home and Community Based Waiver – HIV/AIDS																																				
091	Home and Community Based Waiver – Aged																																				
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Centennial Care Reporting Instructions for Excel Template

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The following instructions for Sections I through V apply to the Excel-based portion of this report.

Section I: Summary

Before entering data in the workbook, ensure that the “Summary” tab is selected. This section of the report provides a high-level summary of data captured in Sections III through V of the report. The MCO’s name, the reporting period, and the report run date must be entered on the top portion of this worksheet. No other data entry is required in this worksheet.

Section II: Non-Compliant Agencies

Before entering data in the workbook, ensure that the “Non-Compliant Agencies” tab is selected. This section of the report captures information about agencies that filed critical incidents after the 24-hour timeframe. Note that this section of the report is not cumulative and should only contain information for the most recent reporting period. The MCO may add additional rows as necessary.

Column Header	Column	Description
Name of Agency	A	Enter the name of the agency.
Total Count of Incidents	B	Enter the total count of critical incidents reported to the HSD CI Portal during the reporting period.
Count of Incidents that did not Meet the 24-Hour Timeframe	C	Of the total count of critical incidents reported during the reporting period (Column B), enter the count of critical incidents reported to the HSD CI Portal that did not meet the 24-hour timeframe for reporting.
Percent of Incidents that did not Meet the 24-Hour Timeframe	D	Enter the percent of critical incidents reported to the HSD CI Portal that did not meet the 24-hour timeframe for reporting, calculated by dividing the count of critical incidents that did not meet the 24-hour timeframe (Column C) by the total count of incidents (Column B).

Section III: Critical Incidents - Centennial Care

Before entering data in the workbook, ensure that the “CI - Centennial Care - All” tab is selected. This section of the report (including all subsections) captures critical incidents for members identified within the 13 COEs (based on the member’s COE at the time of the incident). Note that the date of filing is used in this section of the report to assess compliance with timely filing of critical incident reports, not the date of the incident.



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Centennial Care Critical Incidents – All Members

Row Header	Row	Description
Critical Incidents in Centennial Care Reported to the HSD Critical Incident Reporting System for All Members	8	Enter the total count of critical incidents reported to the HSD CI Portal.
Members with Multiple Incidents	9	Enter the count of members for which multiple critical incidents were filed this reporting period.
Critical Incidents that Received Follow-up Activities	10 – 11	Of the total count of critical incidents that were filed during the reporting period (Row 8), enter the count of critical incidents that received follow-up activities on the part of the MCO. Refer to the Definitions section of this report for a description of follow-up activities. The percent of critical incidents that received follow-up activities (Row 11) is calculated by dividing Row 10 by Row 8. Data entry is not required in this field.
Critical Incidents Filed within 24 Hours of Knowledge of Incident	12 – 13	Of the total count of critical incidents that were filed during the reporting period (Row 8), enter the count of critical incidents filed to the HSD CI Portal within 24 hours of the agency/reporter's first knowledge of the incident. The percent of critical incidents that were filed to the HSD CI Portal within 24 hours of knowledge of incident (Row 13) is calculated by dividing Row 12 by Row 8. Data entry is not required in this field.
Critical Incidents Not Filed within 24 Hours of Knowledge of Incident	14 – 15	Of the total count of critical incidents that were filed during the reporting period (Row 8), the count of critical incidents that were not filed to the HSD CI Portal within the 24-hour timeframe of the agency/reporter's first knowledge of the incident. Data entry is not required in this field. The percent of critical incidents that were not filed to the HSD CI Portal within 24 hours of knowledge of incident (Row 15) is calculated by dividing Row 14 by Row 8. Data entry is not required in this field.

Centennial Care Critical Incidents by Age – All Members

This section of the worksheet captures the total count of critical incidents, by age group, based on the age of the member at the time of the incident.



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Row Header	Row	Description
Ages 0 through 20 Years	20 – 21	<p>Enter the count of critical incidents for members who are 0 through 20 years of age at the time of the critical incident.</p> <p>The percent of critical incidents for members who are 0 through 20 years of age (Row 21) is calculated by dividing Row 20 by the total count of critical incidents (Row 26). Data entry is not required in this field.</p>
Ages 21 through 64 Years	22 – 23	<p>Enter the count of critical incidents for members who are 21 through 64 years of age at the time of the critical incident.</p> <p>The percent of critical incidents for members who are 21 through 64 years of age (Row 23) is calculated by dividing Row 22 by the total count of critical incidents (Row 26). Data entry is not required in this field.</p>
Ages 65+ Years	24 – 25	<p>Enter the count of critical incidents for members who are 65 years of age and older at the time of the critical incident.</p> <p>The percent of critical incidents for members who are 65 years of age and older (Row 25) is calculated by dividing Row 24 by the total count of critical incidents (Row 26). Data entry is not required in this field.</p>
All Ages	26	<p>The sum of critical incidents for members of each age group in Rows 20, 22, and 24 for the reporting period. Data entry is not required in this field.</p>

Centennial Care Critical Incidents by Category of Eligibility (COE) – All Members

This section of the worksheet captures the total count of critical incidents by COE (based on the member's COE at the time of the incident). For each COE listed in Column A, enter the count of critical incidents filed during each month of the reporting period. The percent of critical incidents for each COE is calculated by dividing the count of critical incidents for the COE by the total count of critical incidents for the COE category. The percent of critical incidents for each COE category is calculated by dividing the count of critical incidents for the COE category by the total count of critical incidents (Row 67). Refer to the Definitions section above for more information on each COE.

Centennial Care Critical Incidents by Primary Incident Type – All Members

This section of the worksheet captures the total count of critical incidents based on the primary critical incident type. For each primary incident type listed in Column A, enter the corresponding count of critical incidents filed during each month of the reporting period. The percent of critical incidents for each primary



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incident type is calculated by dividing the count of critical incidents for the primary incident type by the total count of critical incidents for all primary incident types (Row 98). Please note that the primary incident types are mutually exclusive.

Row Header	Row	Description
Abuse	72 – 73	<p>Enter the total count of critical incidents classified as abuse.</p> <p>The percent of critical incidents with an abuse critical incident type (Row 73) is calculated by dividing Row 72 by the total count of critical incidents (Row 98). Data entry is not required in this field.</p>
Death	74 – 85	<p>Enter the total count of critical incidents classified as death. Death may be identified by the following incidents:</p> <ul style="list-style-type: none"> • Natural/Expected • Unexpected • Homicide • Suicide <p>Data entry is not required in Row 74 because it is a sum of Rows 76, 78, 80, and 82.</p> <p>In Row 84, enter the count of deaths that require follow-up action. Refer to the Definitions section of this report for a description of follow-up activities.</p> <p>The percent of critical incidents with a death critical incident type (Rows 76, 78, 80, and 82) is calculated by dividing each of the counts within these rows by the total count of death critical incidents (Row 74). Data entry is not required in this field.</p> <p>The percent of critical incidents with a death critical incident type that required follow-up activity (Row 85) is calculated by dividing Row 84 by the total count of death critical incidents (Row 74). Data entry is not required in this field.</p> <p>The overall percent of critical incidents with a death critical incident type (Row 75) is calculated by dividing Row 74 by the total count of critical incidents (Row 98). Data entry is not required in this field.</p>
Elopement/Missing	86 – 87	<p>Enter the total count of critical incidents classified as elopement/missing.</p>



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Row Header	Row	Description
		The percent of critical incidents with an elopement/missing critical incident type (Row 87) is calculated by dividing Row 86 by the total count of critical incidents (Row 98). Data entry is not required in this field.
Emergency Services	88 – 89	<p>Enter the total count of critical incidents classified as emergency services.</p> <p>The percent of critical incidents with an emergency services critical incident type (Row 89) is calculated by dividing Row 88 by the total count of critical incidents (Row 98). Data entry is not required in this field.</p>
Environmental Hazard	90 – 91	<p>Enter the total count of critical incidents classified as environmental hazard.</p> <p>The percent of critical incidents with an environmental hazard critical incident type (Row 91) is calculated by dividing Row 90 by the total count of critical incidents (Row 98). Data entry is not required in this field.</p>
Exploitation	92 – 93	<p>Enter the total count of critical incidents classified as exploitation.</p> <p>The percent of critical incidents with an exploitation critical incident type (Row 93) is calculated by dividing Row 92 by the total count of critical incidents (Row 98). Data entry is not required in this field.</p>
Law Enforcement	94 – 95	<p>Enter the total count of critical incidents classified as law enforcement.</p> <p>The percent of critical incidents with a law enforcement critical incident type (Row 95) is calculated by dividing Row 94 by the total count of critical incidents (Row 98). Data entry is not required in this field.</p>
Neglect	96 – 97	<p>Enter the total count of critical incidents classified as neglect.</p> <p>The percent of critical incidents with a neglect critical incident type (Row 97) is calculated by dividing Row 96 by the total count of critical incidents (Row 98). Data entry is not required in this field.</p>
All Incident Types	98	The sum of critical incidents for members of each primary incident type in Rows 72, 74, 86, 88, 90, 92, 94, and 96 for the reporting period. Data entry is not required in this field.



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Row Header	Row	Description
		<p>incidents that received follow-up activities on the part of the MCO. Refer to the Definitions section of this report for a description of follow-up activities.</p> <p>The percent of critical incidents that received follow-up activities (Row 11) is calculated by dividing Row 10 by Row 8. Data entry is not required in this field.</p>
Critical Incidents Filed within 24 Hours of Knowledge of Incident	12 – 13	<p>Of the total count of critical incidents that were filed during the reporting period (Row 8), enter the count of critical incidents filed to the HSD CI Portal within 24 hours of the agency/reporter's first knowledge of the incident.</p> <p>The percent of critical incidents that were filed to the HSD CI Portal within 24 hours of knowledge of incident (Row 13) is calculated by dividing Row 12 by Row 8. Data entry is not required in this field.</p>
Critical Incidents Not Filed within 24 Hours of Knowledge of Incident	14 – 15	<p>Of the total count of critical incidents that were filed during the reporting period (Row 8), the count of critical incidents that were not filed to the HSD CI Portal within the 24-hour timeframe of the agency/reporter's first knowledge of the incident. Data entry is not required in this field.</p> <p>The percent of critical incidents that were not filed to the HSD CI Portal within 24 hours of knowledge of incident (Row 15) is calculated by dividing Row 14 by Row 8. Data entry is not required in this field.</p>

Centennial Care Critical Incidents by Age – Behavioral Health Members

This section of the worksheet captures the total count of critical incidents, by age group, for members receiving behavioral health services (based on the age of the member at the time of the incident).

Row Header	Row	Description
Ages 0 through 18 Years	20 – 21	<p>Enter the count of critical incidents for members who are 0 through 18 years of age at the time of the critical incident.</p> <p>The percent of critical incidents for members who are 0 through 18 years of age (Row 21) is calculated by dividing Row 20 by the total count of critical incidents (Row 28). Data entry is not required in this field.</p>



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Row Header	Row	Description
Ages 19 through 20 Years	22 – 23	<p>Enter the count of critical incidents for members who are 19 through 20 years of age at the time of the critical incident.</p> <p>The percent of critical incidents for members who are 19 through 20 years of age (Row 23) is calculated by dividing Row 22 by the total count of critical incidents (Row 28). Data entry is not required in this field.</p>
Ages 21 through 64 Years	24 – 25	<p>Enter the count of critical incidents for members who are 21 through 64 years of age at the time of the critical incident.</p> <p>The percent of critical incidents for members who are 21 through 64 years of age (Row 25) is calculated by dividing Row 24 by the total count of critical incidents (Row 28). Data entry is not required in this field.</p>
Ages 65+ Years	26 – 27	<p>Enter the count of critical incidents for members who are 65 years of age and older at the time of the critical incident.</p> <p>The percent of critical incidents for members who are 65 years of age and older (Row 27) is calculated by dividing Row 26 by the total count of critical incidents (Row 28). Data entry is not required in this field.</p>
All Ages	28	<p>The sum of critical incidents for members of each age group in Rows 20, 22, 24, and 26 for the reporting period. Data entry is not required in this field.</p>

Centennial Care Critical Incidents by Category of Eligibility – Behavioral Health Members

This section of the worksheet captures the total count of critical incidents by COE (based on the member's COE at the time of the incident) for members receiving behavioral health services. For each COE listed in Column A, enter the count of critical incidents filed during each month of the reporting period. The percent of critical incidents for each COE is calculated by dividing the count of critical incidents for the COE by the total count of critical incidents for the COE category. The percent of critical incidents for each COE category is calculated by dividing the count of critical incidents for the COE category by the total count of critical incidents (Row 69). Refer to the Definitions section above for more information on each COE.

Centennial Care Critical Incidents by Primary Incident Type – Behavioral Health Members

This section of the worksheet captures the total count of critical incidents for members receiving behavioral health services based on the primary critical incident type. For each primary incident type



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listed in Column A, enter the count of critical incidents filed during each month of the reporting period. The percent of critical incidents for each primary incident type is calculated by dividing the count of critical incidents for the primary incident type by the total count of critical incidents for all primary incident types (Row 100). Please note that the primary incident types are mutually exclusive.

Row Header	Row	Description
Abuse	74 – 75	<p>Enter the total count of critical incidents classified as abuse.</p> <p>The percent of critical incidents with an abuse critical incident type (Row 75) is calculated by dividing Row 74 by the total count of critical incidents (Row 100). Data entry is not required in this field.</p>
Death	76 – 87	<p>Enter the total count of critical incidents classified as death. Death may be identified by the following incidents:</p> <ul style="list-style-type: none"> • Natural/Expected • Unexpected • Homicide • Suicide <p>Data entry is not required in Row 76 because it is a sum of Rows 78, 80, 82, and 84.</p> <p>In Row 86, enter the count of deaths that require follow-up action. Refer to the Definitions section of this report for a description of follow-up activities.</p> <p>The percent of critical incidents with a death critical incident type (Rows 78, 80, 82, and 84) is calculated by dividing each of the counts within these rows by the total count of death critical incidents (Row 76). Data entry is not required in this field.</p> <p>The percent of critical incidents with a death critical incident type that required follow-up activity (Row 87) is calculated by dividing Row 86 by the total count of death critical incidents (Row 76). Data entry is not required in this field.</p> <p>The overall percent of critical incidents with a death critical incident type (Row 77) is calculated by dividing Row 76 by the total count of critical incidents (Row 100). Data entry is not required in this field.</p>
Elopement/Missing	88 – 89	<p>Enter the total count of critical incidents classified as elopement/missing.</p>



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Row Header	Row	Description
		The percent of critical incidents with an elopement/missing critical incident type (Row 89) is calculated by dividing Row 88 by the total count of critical incidents (Row 100). Data entry is not required in this field.
Emergency Services	90 – 91	Enter the total count of critical incidents classified as emergency services. The percent of critical incidents with an emergency services critical incident type (Row 91) is calculated by dividing Row 90 by the total count of critical incidents (Row 100). Data entry is not required in this field.
Environmental Hazard	92 – 93	Enter the total count of critical incidents classified as environmental hazard. The percent of critical incidents with an environmental hazard critical incident type (Row 93) is calculated by dividing Row 92 by the total count of critical incidents (Row 100). Data entry is not required in this field.
Exploitation	94 – 95	Enter the total count of critical incidents classified as exploitation. The percent of critical incidents with an exploitation critical incident type (Row 95) is calculated by dividing Row 94 by the total count of critical incidents (Row 100). Data entry is not required in this field.
Law Enforcement	96 – 97	Enter the total count of critical incidents classified as law enforcement. The percent of critical incidents with a law enforcement critical incident type (Row 97) is calculated by dividing Row 96 by the total count of critical incidents (Row 100). Data entry is not required in this field.
Neglect	98 – 99	Enter the total count of critical incidents classified as neglect. The percent of critical incidents with a neglect critical incident type (Row 99) is calculated by dividing Row 98 by the total count of critical incidents (Row 100). Data entry is not required in this field.
All Incident Types	100	The sum of critical incidents for members of each primary incident type in Rows 74, 76, 88, 90, 92, 94, 96, and 98



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Row Header	Row	Description
		for the reporting period. Data entry is not required in this field.

Behavioral Health Member Deaths – Outside of the 13 COEs

This section of the report captures behavioral health deaths outside of those reported in the 13 COEs. This section should only include deaths within the population of Medicaid members receiving behavioral health services that are not already included in one of the 13 COEs.

Row Header	Row	Description
Expected Deaths	105 – 106	Enter the count of deaths (within the population of Medicaid members receiving behavioral health services) determined to be expected due to age, diagnosis, or while under hospice care. The percent of expected deaths within the population of Medicaid members receiving behavioral health services (Row 106) is calculated by dividing the count of expected deaths (Row 105) by the total count of deaths (Row 111). Data entry is not required in this field.
Unexpected Deaths	107 – 108	Enter the count of deaths (within the population of Medicaid members receiving behavioral health services) that were not expected. The percent of unexpected deaths within the population of Medicaid members receiving behavioral health services (Row 108) is calculated by dividing the count of unexpected deaths (Row 107) by the total count of deaths (Row 111). Data entry is not required in this field.
Deaths that Require Follow-Up Activity	109 – 110	Enter the total count of deaths (within the population of Medicaid members receiving behavioral health services) that require follow-up action. Refer to the Definitions section of this report for a description of follow-up activities. The percent of deaths within the population of Medicaid members receiving behavioral health services that require follow-up action (Row 110) is calculated by dividing the count of deaths that require follow-up activity (Row 109) by the total count of deaths (Row 111). Data entry is not required in this field.



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Row Header	Row	Description
All Deaths (Expected and Unexpected Deaths)	111	The sum of expected deaths (Row 105) and unexpected deaths (Row 107) within the population of Medicaid members receiving behavioral health services. Data entry is not required in this field.

Centennial Care Critical Incidents by Behavioral Health Provider Type – Behavioral Health Members

This section of the worksheet captures the total count of critical incidents for members receiving behavioral health services at each of the behavioral health provider types listed. Enter the total count of critical incidents filed during the reporting period for each type of behavioral health provider listed in Column A. The percent of critical incidents for each behavioral health provider type is calculated by dividing the count of critical incidents for the behavioral health provider type by the total count of critical incidents for the all behavioral health provider types (Row 144).

Centennial Care Critical Incidents by Behavioral Health Primary Diagnosis – Behavioral Health Members

This section of the worksheet captures the total count of critical incidents based on the primary ICD–CM diagnosis for members receiving behavioral health services at the provider types listed in the preceding subsection. For each primary diagnosis listed in Column A, enter the total count of critical incidents filed during the reporting period. The percent of critical incidents for each primary diagnosis is calculated by dividing the count of critical incidents for the primary diagnosis by the total count of critical incidents for the primary diagnosis category. The percent of critical incidents for each primary diagnosis category is calculated by dividing the count of critical incidents for the primary diagnosis category by the total count of critical incidents (Row 315). Please note that the primary diagnoses are mutually exclusive.

Section V: Critical Incidents – Self–Directed Members

Before entering data in the workbook, ensure that the “CI - Self–Directed” tab is selected. This section of the report captures all critical incidents for self-directed members– enrolled in Centennial Care and identified with one of the 13 COEs (based on the member’s COE at the time of the incident). The enrollment file can be used as a source of truth for identifying self–directed members. All critical incidents regarding home and community–based services must be reported in this section of the report. Note that the date of filing is used in this section of the report, not the date of the incident.

Please note that the counts of critical incidents reported in the Critical Incidents – Behavioral Health section (Section IV) and the Self-Directed Members section (Section V) are not mutually exclusive. Self-directed members who are also receiving behavioral health services will be reported within both sections.



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Centennial Care Critical Incidents – Self-Directed Members

Row Header	Row	Description
Critical Incidents in Centennial Care Reported to the HSD Critical Incident Reporting System for Self-Directed Members	8	Enter the total count of critical incidents reported to the HSD CI Portal for self-directed members.
Members with Multiple Incidents	9	Enter the count of members for which multiple critical incidents were filed this reporting period.
Critical Incidents that Received Follow-up Activities	10 – 11	Of the total count of critical incidents that were filed during the reporting period (Row 8), enter the count of critical incidents that received follow-up activities on the part of the MCO. Refer to the Definitions section of this report for a description of follow-up activities. The percent of critical incidents that received follow-up activities (Row 11) is calculated by dividing Row 10 by Row 8. Data entry is not required in this field.
Critical Incidents Filed within 24 Hours of Knowledge of Incident	12 – 13	Of the total count of critical incidents that were filed during the reporting period (Row 8), enter the count of critical incidents filed to the HSD CI Portal within 24 hours of the agency/reporter's first knowledge of the incident. The percent of critical incidents that were filed to the HSD CI Portal within 24 hours of knowledge of incident (Row 13) is calculated by dividing Row 12 by Row 8. Data entry is not required in this field.
Critical Incidents Not Filed within 24 Hours of Knowledge of Incident	14 – 15	Of the total count of critical incidents that were filed during the reporting period (Row 8), the count of critical incidents that were not filed to the HSD CI Portal within the 24-hour timeframe of the agency/reporter's first knowledge of the incident. Data entry is not required in this field. The percent of critical incidents that were not filed to the HSD CI Portal within 24 hours of knowledge of incident (Row 15) is calculated by dividing Row 14 by Row 8. Data entry is not required in this field.



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Centennial Care Critical Incidents by Age – Self-Directed Members

This section of the worksheet captures the total count of critical incidents, by age group, for all self-directed members (based on the age of the member at the time of the incident).

Row Header	Row	Description
Ages 0 through 20 Years	20 – 21	Enter the count of critical incidents for members who are 0 through 20 years of age at the time of the critical incident. The percent of critical incidents for members who are 0 through 20 years of age (Row 21) is calculated by dividing Row 20 by the total count of critical incidents (Row 26). Data entry is not required in this field.
Ages 21 through 64 Years	22 – 23	Enter the count of critical incidents for members who are 21 through 64 years of age at the time of the critical incident. The percent of critical incidents for members who are 21 through 64 years of age (Row 23) is calculated by dividing Row 22 by the total count of critical incidents (Row 26). Data entry is not required in this field.
Ages 65+ Years	24 – 25	Enter the count of critical incidents for members who are 65 years of age and older at the time of the critical incident. The percent of critical incidents for members who are 65 years of age and older (Row 25) is calculated by dividing Row 24 by the total count of critical incidents (Row 26). Data entry is not required in this field.
All Ages	26	The sum of critical incidents for members of each age group in Rows 20, 22, and 24 for the reporting period. Data entry is not required in this field.

Centennial Care Critical Incidents by Category of Eligibility – Self-Directed Members

This section of the worksheet captures the total count of critical incidents for self-directed members by COE (based on the member's COE at the time of the incident). For each COE listed in Column A, enter the count of critical incidents filed during each month of the reporting period. The percent of critical incidents for each COE is calculated by dividing the count of critical incidents for the COE by the total count of critical incidents for the COE category. The percent of critical incidents for each COE category is calculated by dividing the count of critical incidents for the COE category by the total count of critical incidents (Row 67). Refer to the Definitions section above for more information on each COE.



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Centennial Care Critical Incidents by Primary Incident Type – Self-Directed Members

This section of the worksheet captures the total count of critical incidents based on the primary critical incident type. For each primary incident type listed in Column A, enter the count of critical incidents filed during each month of the reporting period. The percent of critical incidents for each primary incident type is calculated by dividing the count of critical incidents for the primary incident type by the total count of critical incidents for all primary incident types (Row 98). Please note that the primary incident types are mutually exclusive.

Row Header	Row	Description
Abuse	72 – 73	<p>Enter the total count of critical incidents classified as abuse.</p> <p>The percent of critical incidents with an abuse critical incident type (Row 73) is calculated by dividing Row 72 by the total count of critical incidents (Row 98). Data entry is not required in this field.</p>
Death	74 – 85	<p>Enter the total count of critical incidents classified as death. Death may be identified by the following incidents:</p> <ul style="list-style-type: none"> • Natural/Expected • Unexpected • Homicide • Suicide <p>Data entry is not required in Row 74 because it is a sum of Rows 76, 78, 80, and 82.</p> <p>In Row 84, enter the count of deaths that require follow-up action. Refer to the Definitions section of this report for a description of follow-up activities.</p> <p>The percent of critical incidents with a death critical incident type (Rows 76, 78, 80, and 82) is calculated by dividing each of the counts within these rows by the total count of death critical incidents (Row 74). Data entry is not required in this field.</p> <p>The percent of critical incidents with a death critical incident type that required follow-up activity (Row 85) is calculated by dividing Row 84 by the total count of death critical incidents (Row 74). Data entry is not required in this field.</p>



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Row Header	Row	Description
		The overall percent of critical incidents with a death critical incident type (Row 75) is calculated by dividing Row 74 by the total count of critical incidents (Row 98). Data entry is not required in this field.
Elopement/Missing	86 – 87	Enter the total count of critical incidents classified as elopement/missing. The percent of critical incidents with an elopement/missing critical incident type (Row 87) is calculated by dividing Row 86 by the total count of critical incidents (Row 98). Data entry is not required in this field.
Emergency Services	88 – 89	Enter the total count of critical incidents classified as emergency services. The percent of critical incidents with an emergency services critical incident type (Row 89) is calculated by dividing Row 88 by the total count of critical incidents (Row 98). Data entry is not required in this field.
Environmental Hazard	90 – 91	Enter the total count of critical incidents classified as environmental hazard. The percent of critical incidents with an environmental hazard critical incident type (Row 91) is calculated by dividing Row 90 by the total count of critical incidents (Row 98). Data entry is not required in this field.
Exploitation	92 – 93	Enter the total count of critical incidents classified as exploitation. The percent of critical incidents with an exploitation critical incident type (Row 93) is calculated by dividing Row 92 by the total count of critical incidents (Row 98). Data entry is not required in this field.
Law Enforcement	94 – 95	Enter the total count of critical incidents classified as law enforcement. The percent of critical incidents with a law enforcement critical incident type (Row 95) is calculated by dividing Row 94 by the total count of critical incidents (Row 98). Data entry is not required in this field.
Neglect	96 – 97	Enter the total count of critical incidents classified as neglect.



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Row Header	Row	Description
		The percent of critical incidents with a neglect critical incident type (Row 97) is calculated by dividing Row 96 by the total count of critical incidents (Row 98). Data entry is not required in this field.
All Incident Types	98	The sum of critical incidents for members of each primary incident type in Rows 72, 74, 86, 88, 90, 92, 94, and 96 for the reporting period. Data entry is not required in this field.



Centennial Care Reporting Instructions for Analysis Questions Critical Incidents – Report #36

The following instructions apply to Sections VI through XI for the Word-based document to be used for responding to analysis questions.

Section VI: Summaries

This section of the report collects qualitative analysis regarding critical incidents for various populations of Centennial Care. Respond to the following questions, taking into consideration the data reported for the reporting period. Responses should be captured in a Word document and should be no more than one page per question.

For each question, identify any changes compared to previous reporting periods (as reported in the Excel workbook for the current year); provide an explanation of the identified changes and trends over time. Additionally, list the actions the MCO took in response to the changes identified and describe any action plans or performance improvement activities addressing changes found during the current reporting period or previous reporting periods.

1. What are the top three issues regarding accurate and timely submission of reports for the following categories?
 - a. Total Population.
 - b. Behavioral Health Population.
 - c. Self-Directed Members.
2. Deaths
 - a. How many deaths were referred for clinical review for the following categories?
 - i. Total Population.
 - ii. Behavioral Health Population.
 - b. Provide a summary of the status and results of clinical reviews, including a description of the processes that were followed for each case. Do not include any protected health information.



Centennial Care Reporting Instructions for Analysis Questions Critical Incidents – Report #36

Section VII: Non-Compliant Agencies Analysis

This section of the report captures information about agencies that filed critical incidents after the 24-hour timeframe for this reporting period. Respond to the following questions, taking into consideration the data reported for the reporting period. Responses should be captured in a Word document and should be no more than one page per question.

For each question, identify any changes compared to previous reporting periods (as reported in the Excel workbook for the current year); provide an explanation of the identified changes and trends over time. Additionally, list the actions the MCO took in response to the changes identified and describe any action plans or performance improvement activities addressing changes found during the current reporting period or previous reporting periods.

1. Identify the top three agencies with the count of incidents that did not meet the 24-hour filing timeframe.
2. Have the top three agencies that are non-compliant remained consistent?

Section VIII: Total Centennial Care Population

This section of the report collects qualitative analysis regarding critical incidents for the total Centennial Care population. Refer to the "CI – Centennial Care – All" worksheet. Respond to the following questions, taking into consideration the data reported for the reporting period. Responses should be captured in a Word document and should be no more than one page per question.

For each question, identify any changes compared to previous reporting periods (as reported in the Excel workbook for the current year); provide an explanation of the identified changes and trends over time. Additionally, list the actions the MCO took in response to the changes identified and describe any action plans or performance improvement activities addressing changes found during the current reporting period or previous reporting periods.

1. What trends are identified for the total population?
2. List the Category of Eligibility associated with the top trends identified.
3. List action plans or performance improvement activities the MCO utilizes to respond to incidents that require Follow-Up Activities.
4. What barriers to service delivery, care coordination, and quality of care have been identified?
5. What actions did the MCO take in response to Emergency Services reports this reporting period? List the Category of Eligibility associated with the Emergency Services reports.



Centennial Care Reporting Instructions for Analysis Questions Critical Incidents – Report #36

Section IX: Behavioral Health Population

This section of the report collects qualitative analysis regarding critical incidents for members receiving behavioral health services. Refer to the “CI – Behavioral Health” worksheet. Respond to the following questions, taking into consideration the data reported for the reporting period. Responses should be captured in a Word document and should be no more than one page per question.

For each question, identify any changes compared to previous reporting periods (as reported in the Excel workbook for the current year); provide an explanation of the identified changes and trends over time. Additionally, list the actions the MCO took in response to the changes identified and describe any action plans or performance improvement activities addressing changes found during the current reporting period or previous reporting periods.

1. What trends are identified for the Behavioral Health population?
2. List the Category of Eligibility associated with the top trends identified.
3. List action plans or performance improvement activities the MCO utilizes to respond to incidents that require Follow-Up Activities.
4. What barriers to service delivery, care coordination, and quality of care have been identified?
5. What was the most common critical incident type reported for behavioral health? What is this information telling the MCO?

Section X: Behavioral Health Deaths

This section of the report captures the behavioral health deaths outside of those reported in the 13 COEs. This section should only include deaths within the population of Medicaid members receiving behavioral health services that are not already included in one of the 13 COEs reported elsewhere in the report. Respond to the following questions, taking into consideration the data reported for the reporting period. Refer to Rows 105, 107, and 109 of the “CI – Behavioral Health” worksheet. Responses should be captured in a Word document and should be no more than one page per question.

For each question, identify any changes compared to previous reporting periods (as reported in the Excel workbook for the current year); provide an explanation of the identified changes and trends over time. Additionally, list the actions the MCO took in response to the changes identified and describe any action plans or performance improvement activities addressing changes found during the current reporting period or previous reporting periods.

1. If the MCO’s clinical review process was triggered, what follow-up occurred?
2. Were any trends identified among providers, populations, or areas in behavioral health deaths reported?



Centennial Care Reporting Instructions for Analysis Questions Critical Incidents – Report #36

Section XI: Self-Directed Members

This section of the report collects analysis regarding critical incidents for the self-directed members. Respond to the following questions, taking into consideration the data reported for the reporting period. Responses should be captured in a Word document and should be no more than one page per question.

For each question, identify any changes compared to previous reporting periods (as reported in the Excel workbook for the current year); provide an explanation of the identified changes and trends over time. Additionally, list the actions the MCO took in response to the changes identified and describe any action plans or performance improvement activities addressing changes found during the current reporting period or previous reporting periods.

1. What are the counts and percentages of critical incident reports for self-directed members that include incidents involving:
 - a. Hiring or firing of caregivers?
 - b. Timesheet/vendor payment?