

Letter of Direction #81

Date: May 10, 2022

To: Centennial Care Managed Care Organizations

From: Nicole Comeaux, Director, Medical Assistance Division 

Subject: 4.12.16 Critical Incident Management and Reporting Follow Up

Title: Critical Incident Performance Measures

The purpose of this Letter of Direction (LOD) is to further define the Critical Incident reporting elements to ensure that the Managed Care Organizations (MCOs) document Critical Incidents and the resulting follow-up activities. In addition, HSD is advising of the implementation of Critical Incident Performance Measures that the MCO will be required to track and report as directed. This LOD is effective immediately.

4.12.16.2 of the Medicaid Managed Care Services Agreement will be modified as follows:

The CONTRACTOR shall require staff and Providers to cooperate with any investigation conducted by the CONTRACTOR or outside agencies (e.g., HSD, the Collaborative, the New Mexico Department of Health, CYFD, Adult Protective Services and law enforcement). The CONTRACTOR shall also require its staff and Contract Providers to report, respond to, and document Critical Incidents and the resulting follow-up activities, as specified by the CONTRACTOR. The MCO shall require its staff and Contract Providers to document the initiated action(s) and all follow-up activities related to the intervention(s) implemented as a result of the incident and enter the information into the HSD Critical Incident Reporting Portal until the established intervention(s) demonstrate the member's health, safety and welfare are no longer issues of concern. Follow-up action(s) include actions taken as a result of reviewing a critical incident that:

- 4.12.16.2.1 Require investigation or intervention for issues of health and safety;
- 4.12.16.2.2 Include a referral request for additional information to internal or external staff or agencies; and
- 4.12.16.2.3 Include any change in MCO activities, including but not limited to; care coordination visit or care coordination investigation or intervention, reassessment or change in care plan.

The following additions will be made to the Medicaid Managed Care Services Agreement:

4.12.16.8 The CONTRACTOR shall report on Critical Incident Performance Measures as directed by HSD.

4.12.16.8.1 The CONTRACTOR shall report on the following performance measures quarterly:

4.12.16.8.1.1 Critical Incident Performance Measure #1: The percentage of substantiated critical incidents reported by category.

4.12.16.8.1.2 Critical Incident Performance Measure #2: The percentage of substantiated critical incidents being reported within the required timeframe.

4.12.16.8.1.3 Critical Incident Performance Measure #3: The percentage of substantiated individual critical incidents where follow up (safety plans, corrective action plans, etc.) was completed.

4.12.16.8.1.4 Critical Incident Performance Measure #4: The percentage of follow-up actions taken on the substantiated critical incidents on a systemic basis to prevent future incidents, such as investigation as well as educating individuals and families.

4.12.16.8.1.5 Critical Incident Performance Measure #5: The percentage of the substantiated critical incident with a referral to Adult Protective Services (APS) or Child Protective Services (CPS).

4.12.16.8.1.6 Critical Incident Performance Measure #6: The percentage of providers and MCO staff educated about reporting critical incidents to the HSD Portal initially at the start or at hire, and at least annually thereafter.

4.12.16.8.1.7 Critical Incident Performance Measure #7:

The percentage of substantiated critical incidents for Members with Multiple critical incidents identified and reported.

MCOs will report on the template provided by HSD. Penalties for non-compliance with these requirements will be in accordance with section 7.3.3.6.7 sub-item 7.

Please contact Kathy Leyba at Katherine.Leyba@state.nm.us or at 505-795-3736 for questions related to this LOD.

This Letter of Direction will sunset upon inclusion in the Medicaid Managed Care Services Agreement.