



Department of Medicaid

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TO: Contracted MyCare Ohio Plans (MCOPs)

FROM: Megan Powell, Interim Chief
Office of Managed Care, Policy and Program Development Section

DATE: August 16, 2019

SUBJECT: Incident Management Timeframes and Documentation Requirements

Critical Incident Documentation

Documentation that is required to be submitted into the Incident Management System (IMS) with a critical incident remains unchanged (identified in the Provider Agreement Appendix C.48), **but with one addition**; in the case of an unexpected death, the MCOP shall submit at least three months of case notes prior to the incident instead of one month.

Provider Occurrence Documentation

At a minimum, the MCOP must submit the following for each provider occurrence reported into IMS. If PCG requests any documentation pertinent to the investigation of the occurrence, the MCOPs are required to provide the information requested within the timeframe set by PCG. MCOPs are encouraged to proactively submit any other documentation regularly requested by PCG.

- Case notes (1 month prior to occurrence);
- Service plan in effect at the time of occurrence;
- Any documents the MCOP has obtained related to the occurrence;
- Any historical incident information the MCOP has regarding issues involving the provider related to the occurrence.

Timeframes

There are a few timeframes that the MCOPs have asked about that are not in the OAC incident management rule. ODM is requiring the MCOPs to adhere to the following timeframes:

- The MCOP must enter a provider occurrence into the IMS no later than 24 hours from discovery of the occurrence;
- The MCOP must close a reportable incident no later than 30 calendar days after submission of the incident into the IMS;
- The MCOP must enter the prevention plan into the IMS no later than 7 calendar days after being notified of a substantiated critical incident.