

# Critical Incident Management in HCBS Programs



## Have you Prioritized Health and Welfare?

**Member safety is a product of quality, comprehensive care monitoring. Ensure the health and wellbeing of waiver or state plan participants through a multi-pronged incident management approach.**

The Department of Health and Human Services Office of Inspector General (OIG) is actively auditing state Medicaid agencies' management of critical incidents occurring under 1915(c) HCBS waiver programs. PCG can help.

### Efficiency to Support Care Delivery

Public Consulting Group's (PCG) full incident management solution is a four-pronged approach. This approach includes consultative, operations, and data analytics services, as well as our proprietary technology solution, Careify™.



#### Process Assessment & Redesign

- Assess and document current reporting and management processes, systems, and workflow
- Identify process improvement to gain efficiencies and achieve compliance with state and federal regulations



#### Claims Analysis & Data Analytics

- Mine paid claims data via ICD-10 codes to identify health services that would be linked to a critical incident
- Reconcile results with incident reporting data to identify missing incident reports



#### Careify Critical Incident Management System

- PCG's Careify supports states' HCBS programs by processing, managing, and monitoring incidents from notification through the remediation and prevention phase
- The system offers increased transparency into the incident management process for all key stakeholders



#### Investigation & Oversight Staffing Solutions

- PCG can provide a team of seasoned investigators to broaden a state's existing investigation approach
- Team members possess the needed experience and expertise to create effective remediation plans with providers based on trends and findings

PCG's approach assesses, analyzes, and improves the entirety of a state's critical incident reporting, investigation, remediation, and monitoring process.

### What States Are Facing

Each year, thousands of incidents regarding the health and safety of individuals receiving Medicaid HCBS services go unreported. Unreported incidents place individuals at further risk of illness, injury, or even death. These incidents also pose grave legal, compliance, and financial risks for the programs and their providers.

### 82 of the 1,361

deaths of individuals with developmental disabilities in a state involved suspected abuse or neglect

### 44%

of Medicaid beneficiaries with developmental disabilities in a state were at risk due to faults in the incident monitoring process

### 34%

of incidents in a state were not reported by the community-based providers

## A Solution that Matters: Careify Incident Management System (IMS)

Careify IMS is a modular application that leverages the Centers for Medicare and Medicaid Services (CMS) recommendations and promising practices for incident management.

With tools for both program administrators and providers, we make it easy for you to manage HCBS programs. Work queues and business logic allow users to track incidents from notification through the remediation and prevention phase. Data analytics help reduce the risk and likelihood of occurrence of similar incidents in the future.

 <b>Report</b> Multiple online avenues for reporting critical incidents using Careify	 <b>Identify</b> Determine which reportable incidents are critical and categorize them appropriately	 <b>Triage</b> Assign responsibility and quickly evaluate incidents, using custom pre-defined workflows
 <b>Investigate</b> Streamline the investigation process with custom workflows, business rules, and validations	 <b>Resolve</b> Careify IMS assists in planning resolutions based on findings from the investigation, including Corrective Action Plans	 <b>Track and Trend</b> Identify and evaluate common occurrences and trends of interest to your agency

### Sample of Incident Types Careify Can Track

**Provider Occurrence Issues**

- No call/no show
- Providing services beyond scope of practice
- Services delivered without, or not in accordance with physician's orders

**Protection from Harm Issues**

- Abuse
- Neglect (including of self)
- Medication errors

**Provider Billing Issues**

- Billing for services not provided
- Billing for more services than authorized
- Billing to incorrect codes

### Built by Experience

The best practices from care providers, case managers, investigators, and program administrators form the foundation of PCG's IMS approach.

**PCG has 30+ years of experience serving the HCBS community nationwide, from New York to California.**

<b>\$12.8M+</b> Identified in overpayments	<b>106.6K+</b> Incident investigations conducted	<b>19.8K+</b> Provider compliance reviews conducted	<b>1.2K+</b> Fraud referrals submitted
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**Contact us today to learn how your state's HCBS program can benefit from PCG's critical incident management solution.**

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