

Optum Provider Network Manual Addendum for
New Jersey MEDICAID LONG TERM SERVICES AND SUPPORT Membership

Compliance with Critical Incident Reporting

Providers must comply with the Critical Incident reporting and related requirements, and conduct Criminal Background Checks on employees who provide direct care to enrollees in the New Jersey MLTSS program.

Critical Incidents include, but are not limited to, the following when they occur in a NF/SCNF, inpatient Behavioral Health, home and community-based long-term care service delivery setting, community alternative residential settings, adult day care centers, other HCBS provider sites, and a Member's home:

1. Unexpected death of a Member;
2. Missing person or unable to contact;
3. Suspected or evidenced physical or mental abuse (including seclusion and restrains, both physical and chemical)
4. Theft with law enforcement involvement;
5. Law enforcement contact;
6. Severe injury or fall resulting in the need for medical treatment;
7. Medical or psychiatric emergency, including suicide attempt;
8. Medication error;
9. Inappropriate or unprofessional conduct by a provider involving the Member;
10. Sexual abuse and/or suspected sexual abuse; and
11. Abuse and neglect, including self-neglect, and/or suspected abuse and neglect.
12. Incident likely to result in media attention

All MLTSS providers shall adhere to the applicable to Adult Protective Services, Office of Institutionalized Elderly, Department of Health, the Department of Children and Families and the Division of Disability Services including, but not limited to applicable New Jersey Administrative Code:

1. N.J.A.C. 8:39- 9.4
2. N.J.A.C. 8:36-5.10(a)
3. N.J.A.C. 8:43F-3.3
4. N.J.A.C. 8:43J-3.4
5. N.J.S.A. 52:27D-409
6. N.J.A.C. 8:57

Contracted MLTSS providers are required to conduct an internal critical incident investigation and submit a report on the investigation to Optum within the timeframes specified. The timeframe for submitting the report shall be as soon as possible, may be based on the severity of the incident, and, except under extenuating circumstances, shall be no more than thirty (30) calendar days after the date of the incident. Optum shall review the provider's report and follow-up with the provider as necessary to ensure that an appropriate investigation was conducted and corrective actions were implemented within applicable timeframes.