



Re: Adverse Incidents Reporting Reminder

Dear Behavioral Health Provider:

As part of an ongoing educational process, UnitedHealthcare Community Plan would like to remind you of the importance of reporting adverse incidents.

Please note, that The State of Louisiana has recently revised the Adverse Incident reporting instructions, as well as the reporting form (attached).

An adverse incident is an unexpected incident that occurs during the course of a patient receiving inpatient or outpatient behavioral health treatment, or that otherwise occurs while under the care of a behavioral health provider. Adverse incidents include, but are not limited to, concurrent urgent quality of care issues that can reasonably be expected to cause harm or affect patient safety.

The State of Louisiana provides examples of adverse incidents which include, but are not limited to:

- Abuse or neglect including the endangerment, exploitation, or coercion of a child or adult
- Seclusion/restraint while in care, including both chemical and physical restraints, as well as protective holds
- Death, including all deaths regardless of location

Adverse incidents must be reported by providers as soon as possible, but no later than one business day. The following steps outline the reporting process:

1. Collect all pertinent information about the event
2. Complete the enclosed **Louisiana Department of Health Adverse Incident Reporting Form** and **fax it** to our secure fax number at **888-554-3362**
3. Have information readily available to assist in the investigation, if warranted

Additional resources and information can be found at the Louisiana Department of Health Website, as well as on our provider education site, Provider Express.

- <https://www.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wLA.html>
- <http://new.dhh.louisiana.gov/index.cfm/page/2454>

If you have any questions regarding this process, please contact one of the UnitedHealthcare Community Plan quality specialists listed below:

- Tiffany Page, Quality Improvement Specialist **770-200-6753**



Thank you for your time and cooperation.

Sincerely,

A handwritten signature in black ink that reads "Tiffany Page LCSW".

Tiffany Page, LCSW | Optum

Quality Improvement Specialist, Behavioral Quality Management

Consumer Solutions Group

Tiffany.page@optum.com

Enclosure: Adverse Incident Reporting Form