



## HCBS Incident Reporting System FAQs

### **Why is the Department making this change?**

The Georgia Department of Community Health, Medicaid Waiver Unit is proactively working to streamline the reporting of critical and non-critical incidents across 1915(c) waivers administered by the Department to improve the health and welfare of its program members.

### **Did the Department seek external input into this process?**

Yes. The Medicaid Waiver Unit worked in conjunction with interagency and intra-agency stakeholders. Multiple critical incident reporting forms were collected and compiled to identify data elements common to all waiver populations. The Medicaid Waiver Unit then completed a review that resulted in a standardized, web-based reporting system and policy across programs.

### **Who will be required to use the Incident Reporting System?**

The vast majority of providers delivering services to waiver participants in the Independent Care Waiver Program, and the Elderly and Disabled Waiver Program.

The Department has provided for a short-term exemption for ERS providers from complying with the new incident reporting tool and policy. Please maintain current operations for submitting notifications of incidents to case management.

For case management agencies serving members in the counties listed for the April launch, the definition of first to discover the incident will be applied to notifications made to you by ERS providers. Therefore, reportable incident types should be submitted by case management under these circumstances to the Department using the new incident reporting system.

### **What can providers and stakeholders expect from this new process?**

- A web-based report accessible on a dedicated page on the Medicaid website (<https://medicaid.georgia.gov>)
- Standard requirements for reporting information
- Expanded reportable incident types to include non-critical incidents
- Updated policy manuals to remove duplicative reporting requirements related to critical and non-critical incidents
- Direct transfer of incident reports to the Department's Healthcare Facility Regulation Division, when applicable for licensed providers
- Increased collaboration between case management providers and direct service providers to address waiver participant needs
- Only the Department has direct access to the report and follow-up information. Waiver providers may request to receive aggregated reports of waiver participants they serve.



**When will this new process go-live?**

The Department intends to implement the system regionally beginning in April 2020. The new process and system will be expanded to new regions every few months until full statewide implementation is achieved. Providers will be made aware of their projected go-live date 45 days in advance.

**Impact of implementation timeline on providers who deliver services in multiple counties.**

Use of the new incident reporting system and policy will only be required for waiver participants in the counties that have gone-live. Providers will use existing reporting mechanisms for waiver participants in counties that have not yet been included in the launch.

**What provider training opportunities exist?**

The Department will provide targeted training for providers ahead of each go-live date for new counties.

**Who do I contact if I have questions about the submission of an incident?**

Please contact the HCBS Waiver Unit by email at [HCBS.IncidentReports@dch.ga.gov](mailto:HCBS.IncidentReports@dch.ga.gov) or by phone at (404) 651-9961.