

# Critical Incident Management in HCBS Programs



## What else can you do to protect individuals receiving waiver services?

Most older adults—and more than 61 million people with disabilities—live in non-institutional settings, relying on independent providers, agencies, and family members to care for them. Unfortunately, thousands of incidents involving the health and welfare of these individuals who receive Medicaid Home and Community-Based Services (HCBS) go unreported, placing them at risk of illness, injury, or even death.

While unreported incidents pose grave legal, compliance, and financial risks for programs, health equity for all is an even greater impetus to act. In fact, the Centers for Medicare & Medicaid Services' (CMS) proposed rule changes seek to establish nationwide standards requiring state Medicaid agencies to identify, report, triage, investigate, resolve, track, and trend critical incidents to ensure the health and welfare of HCBS waiver program recipients.

## Critical Incident Management Services and Solutions

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

Our team of 150+ quality improvement and investigation professionals have the knowledge and expertise to provide you with:



**Staffing Solutions:** PCG can staff and operationalize critical incident investigation processes on behalf of states.



**Process Improvements:** We can optimize business processes to help states gain efficiencies and achieve compliance with state and federal regulations.



**Incident Management System (IMS) Technology:** PCG can leverage our in-house IMS Careify™ to process, manage, and monitor incidents from notification through remediation and prevention.



**Data Analytics:** We can conduct data analytics to identify critical incidents and review program data to improve outcomes.



PCG's experience, combined with our methodical approach, earned us the distinction as a CMS certified Quality Improvement Organization-like (QIO-like) entity. **By partnering with PCG, states are eligible for enhanced federal matching funds of 75 percent on PCG-performed medical and utilization reviews conducted during incident investigations.** We can also assist states with Medicaid Administrative Claiming for activities performed by Adult Protective Services related to incident investigations and service planning.



### All-in-One Incident Management System

PCG's Careify offers enhanced incident tracking and data analytics to manage incidents and protect vulnerable populations.

Careify, a web-based platform, is a modular, customizable Software-as-a-Service system designed to help states meet changing CMS requirements that intend to reduce the risk of incident recurrence, lower unintended financial costs, and increase the quality of life for individuals. Built-in data analytics enable states to identify and analyze trends and make program improvements, thereby reducing the likelihood of future incidents.

### Careify IMS Benefits



#### Report

Multiple online avenues for reporting critical incidents



#### Identify

Determine which reportable incidents are critical and categorize them appropriately



#### Triage

Assign responsibility and quickly evaluate incidents using pre-defined workflows



#### Investigate

Streamline the investigation process with custom business rules and validations



#### Resolve

Create remediation and corrective action plans using investigation findings



#### Track and Trend

Identify and evaluate common occurrences and trends of interest to your agency

### Trusted Partner to State Medicaid Agencies

In the past 10 years, our team of quality experts has:

Investigated

**148K+**

Incidents, averaging 800+ incidents per month

Investigated

**6,200+**

Adult Protective Services incidents, averaging 650+ incidents per month

Identified

**\$14.3M+**

in overpayments

Trained

**50K+**

HCBS providers

Contact us today to learn more about our critical incident management solutions and services.

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