

Adverse events reporting

Background: The Louisiana Department of Health and Hospitals (DHH) requires that Healthy Blue (Healthy Louisiana Managed Care Organizations) detect, report, remediate (when applicable) and work to prevent the future reoccurrence of adverse events.

What this means to me

As part of the Healthy Blue network, providers are required to submit the *Adverse Incident Reporting Form* to Healthy Blue within 24 hours of an adverse incident occurrence, in addition to reporting by way of normal processes to the Health Standards Division of the DHH.

What is an adverse event?

Healthy Blue defines an adverse event as an event that results in unintended harm to the patient by an act of commission or omission, rather than by the underlying disease or condition of the patient. Behavioral health adverse events include but are not limited to the following incidents when they occur while the member is in the care of a behavioral health inpatient, residential or crisis stabilization unit:

- Suicide death
- Nonsuicide death
- Death — cause unknown
- Homicide
- Homicide attempt with significant medical intervention
- Suicide attempt with significant medical intervention
- Allegation of abuse/neglect (for example, physical, sexual, verbal), including peer-to-peer
- Accidental injury with significant medical intervention
- Use of restraints/seclusion (isolation) requiring significant medical intervention
- Treatment complications (medication errors and adverse medication reaction) requiring significant medical intervention
- Elopement (specific to inpatient and residential services only, as related to minors or involuntary admits for adults)

Providers are required to submit the *Adverse Incident Reporting Form* to Healthy Blue within 24 hours of an adverse incident occurrence.

This form serves to capture any reportable incidents involving a member of Healthy Louisiana currently in treatment or discharged from treatment within 180 days prior to the incident.

Healthy Blue will serve as a resource to manage the clinical situation presented by the adverse incident or potential adverse incident and investigate all incidents in a timely manner.

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at:

<https://providers.healthybluela.com>

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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How do I report an adverse event?

Please use one of the following methods to submit the completed *Adverse Incident Reporting Form* to Healthy Blue:

- Fax: **1-844-864-7868**
- Online: <https://providers.healthybluel.com>

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, call Provider Services at **1-844-521-6942**.