



Provider communication

General information and system updates

August 23, 2023

Incident, Accident, and Death Reporting

Applicable to: Mercy Care Complete Care, Mercy Care DD, Mercy Care ACC-RBHA, Mercy Care Long Term Care and Mercy Care DCS CHP

Mercy Care Quality Management (MC QM) is sending out a reminder to all contracted and single case providers regarding the mandatory reporting of all potential Quality of Care concerns (pQOC), also referred to as Incident, Accident, and Death Reporting (IAD).

All providers are required to register for the AHCCCS Quality Management Portal to submit IAD reports to MC QM.

IADs cannot be emailed and providers must use the [AHCCCS QM Portal](#) to report pQOC/IAD issues for members enrolled in all MC lines of business.

In accordance with AHCCCS [AMPM 961](#) and DDD [AdSS 961](#), at minimum, all incidence or allegation(s) of the following are required to be reported within 2-business days of organizational awareness:

1. Abuse, neglect, or exploitation of a member;
2. Death of a member;
3. Delays or difficulties in accessing care;
4. Healthcare acquired conditions and other provider preventable conditions;
5. Serious injury;
6. Injury resulting from the use of a personal, physical, chemical, or mechanical restraint or seclusion;
7. Medication error;
8. Missing person;
9. Member suicide attempt;
10. Suspected or alleged criminal activity; and
11. Any other incident that causes harm or has the potential to cause harm to a member.

In addition, required reporting within 1-business day includes:

1. Member death or serious injury associated with missing person;
2. Member suicide, attempted suicide, or self-harm that results in serious injury, while being cared for in a healthcare setting;
3. Member death or serious injury associated with a medication error;
4. Member death or serious injury associated with a fall while being cared for in a healthcare setting;
5. Any stage 3, stage 4, and any unstageable pressure ulcers acquired after admission or presentation to a healthcare setting;
6. Member death or serious injury associated with the use of seclusion and/or restraints while being cared for in a healthcare setting;
7. Sexual abuse/assault on a member during the provision of services;
8. Death or serious injury of a member resulting from a physical assault that occurs during the provision of services; and
9. Homicide committed by or allegedly committed by a member.

Please refer to DES DDD [AdSS 961](#) for additional Mercy Care DD plan specific reporting requirements.

Please don't hesitate to contact your [Mercy Care Network Management Representative](#) with any questions or comments. You can find this [Notice](#) and all other provider notices on our Mercy Care website.

Thanks for all you do!

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