

NCW Case Management Agency Incident Report Submission

Abundant Solutions, LLC
Phone: (801) 554-8100
Fax: (385) 316-8840

Adult Case Management
Phone: (385) 273-1456
randy@adultcasemanagement.com

Advocates for Independence
Phone: (801) 679-6461
Fax: (801) 948-8001

Bear River Area Agency on Aging
Phone: (435) 752-7242
taram@brag.utah.gov

Care Advocates
Phone: (801) 722-4229
Fax: (801) 702-8002
jbylund@careadvocatesofutah.com

Davis County Health Department-Senior
Services
Phone: (801) 525-5050
Fax: (801) 525-5071

De Novo Case Management Services
Phone: (801) 263-1056
Fax: (801) 991-2903
carol@denoservices.org

Disabled Rights Action Committee (DRAC)
Phone: (801) 685-8214
Fax: 801-665-1334
contact@disabledrightsutah.org

EnVision Quality Supports
Phone: (801) 209-1357
Fax: (801) 874-1753
info@envisionquality.com

Five County Association of Governments
Phone: (435) 673-3548
Fax: (435) 688-9088

NCW Case Management Agency Incident Report Submission

FlexCare (North)
Phone: (801) 294-6747
Fax: (801) 424-6250
FlexCare (South)
Phone: (801) 273-6366
Fax: (801) 424-6250

Generations Case Management
Phone: (801) 979-2436
Fax: (385) 389-3632
kara@generationscm.org

MACS Plan
Phone: (801) 625-3786
Fax: (801) 778-6818
lauraw@weberhs.org

MAG
Phone: (801) 229-3839
Fax: (801) 229-3671

Roads To Independence
Phone: (801) 612-3215
Fax: (801) 612-3732
andy@roadstoind.org

Salt Lake County Aging and Adult Services
Phone: (385) 487-3270
Fax: (801) 487-6353
tnagahiro@slco.org

Southeastern Utah Association of Local
Governments
Phone: (435) 613-0036
Fax: (435) 637-5448

Utah Case Management
Phone: (801) 407-0047
Fax: (888) 400-9232
ucm@utahcasemanagement.com

New Choices Waiver

Incident Reporting Protocol

Effective April 2020



NCW Program Office
Cannon Health Building
288 North 1460 West
Salt Lake City, UT 84116 Phone:
801-538-6155
Fax: 801-323-1586
E-mail: ncwincidents@utah.gov



Why Reporting is Necessary

State Law

In accordance with Utah State Law, professionals and the public are required to report instances of abuse, neglect and exploitation. All incidents of suspected abuse, neglect and exploitation shall be reported by the waiver coordinators and waiver providers to Adult Protective Services (APS) for investigation.

Adult Protective Services Intake Office :
1-800-371-7897

Submit an APS referral online at :
<https://daas.utah.gov/adult-protective-services/>

Required for Medicaid Funding

New Choices Waiver requires the service provider to notify the client's case manager within 24 hours of discovery of the negative event.

Reportable Negative Events

All negative events experienced by NCW clients must be reported by NCW service providers to the case management agency within 24 hours of discovery. Incident reports should be sent using the fax or email specified by each agency, as listed on the other side of this brochure. Negative events include, but are not limited to:

- Death, regardless of the circumstances
- Changes in medical or functional status
- Falls with or without injury
- ER treatment for any reason
- Hospital admission for any reason
- Mental health decline
- Start or stop of hospice or home health services
- A move to a skilled nursing facility
- Any negative event that occurs at the client's place of residence or that occurs while the client is in the community
- Events described further in this brochure as possible Critical Incidents

Case management agencies must review all negative events experienced by NCW clients and report any possible Critical Incidents to the NCW Program Office within 24 hours of receiving notification.

Possible Critical Incidents

1. **Death** (unexpected or accidental)
2. **Suicide attempt** (does not include threats)
3. **Incidents expected to receive media, legislative or public scrutiny**
4. **Compromised living environment** requiring evacuation
5. **Person missing** at least 24 hours or, regardless of the amount of time, under suspicious or unexplained circumstances
6. **Injury requiring medical treatment** (includes burns, choking, aspiration, brain trauma, fractures, self-injurious behavior etc.)
7. **Abuse** (physical or sexual)
8. **Neglect** (caregiver neglect or self-neglect)
9. **Exploitation** (includes exploitation of funds or property and theft of medications)
10. **Waste, fraud or abuse of Medicaid funds** by client or provider
11. **Human rights violation** such as unauthorized use of restraints, seclusion, or infringement of personal privacy rights
12. **Medication/treatment error** requiring medical treatment (includes errors while the medication is in the control of the provider, client, or other individual)
13. **Substance abuse** requiring medical treatment
14. **Law enforcement involvement** resulting in charges being filed against the client or staff
15. **PHI/PII security breach**
16. **Other serious health and safety concern**