



REPORTABLE EVENT MANAGEMENT

How to Submit a Reportable Event

REPORT IT NOW

Learn more at bluecare.bcbst.com/ReportItNow or call **1-888-747-8955**



Reportable Event Management (REM)

REM is an important component in making sure members who receive Home- and Community-Based Services or care in an Intermediate Care Facility for Individuals with Intellectual Disabilities are healthy. By remaining aware of a member's daily environment and activities, you can report situations when you think their their well-being may be at risk.

In this guide, we've outlined what to watch for and when to contact BlueCare Tennessee and the Department of Disability and Aging (DDA). Please remember to report abuse, neglect or exploitation to Adult or Child Protective Services, and call 911 when it's an emergency. You can find contact information for each of these organizations below:

**Department of Disability
and Aging**

24-Hour Hotline:
1-888-633-1313

Electronic REF Submissions:
[stateoftennessee-cvlyz.
formstack.com/forms/ref](http://stateoftennessee-cvlyz.formstack.com/forms/ref)

Questions:
DDA.ReportableEvents@tn.gov

**BlueCare Tennessee Email:
ReportableEvents@bcbst.com**

Adult Protective Services
Phone: **1-888-277-8366**
Web: reportadultabuse.dhs.tn.gov/

Child Protective Services
Phone: **1-877-237-0004**
Web: apps.tn.gov/carat/

Please note: Providers must submit Reportable Event Forms within the specified time frames for each type of reportable event. Providers who don't submit a Reportable Event Form on time may face disciplinary action.

We hope you find this information helpful.

Tier 1 Reportable Events

Report these events verbally to the DDA hotline within four hours and submit a Reportable Event Form to DDA electronically as soon as possible, but no later than the close of the next business day.

- › Alleged emotional/psychological abuse when medical treatment or an intervention is necessary
- › Alleged exploitation of a person supported when medical treatment or an intervention is necessary
- › Alleged financial exploitation exceeding \$1,000
- › Alleged neglect when medical treatment or an intervention is necessary
- › Alleged physical abuse when medical treatment or an intervention is necessary
- › Alleged sexual abuse
- › Death – unexpected and/or unexplained
- › Serious injury of unknown cause
- › Suspicious injury when abuse or neglect is suspected and medical treatment or an intervention is necessary





Tier 2 Reportable Events

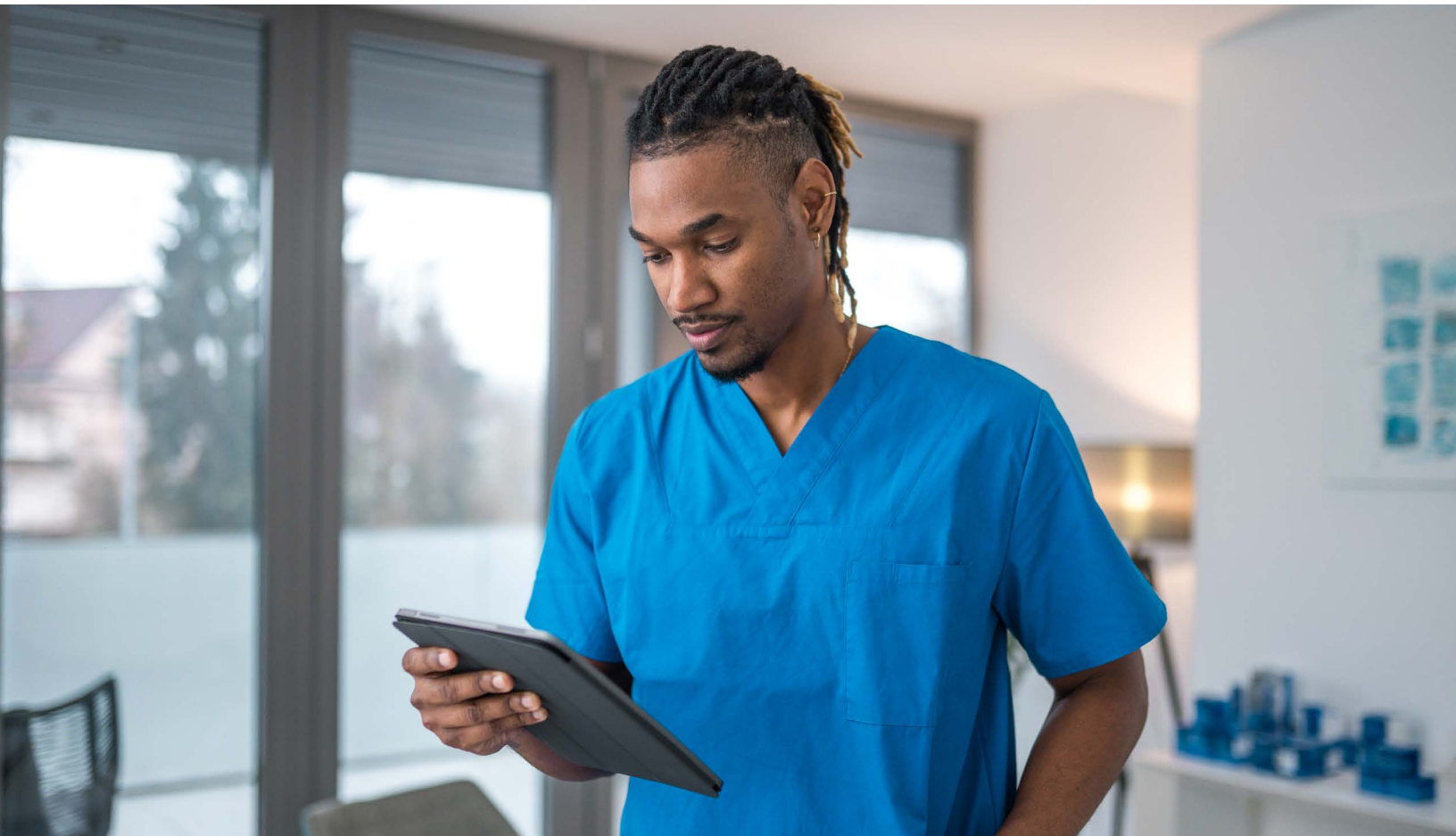
When these events occur, submit a Reportable Event Form to DDA electronically as soon as possible, but no later than the close of the next business day.

- › Alleged emotional/psychological abuse when no medical treatment or intervention is necessary, crisis services intervention isn't required, and the person supported isn't at continued risk of serious harm
- › Alleged exploitation of a person supported when no medical treatment or intervention is necessary
- › Alleged financial exploitation valued between \$250 and \$1,000
- › Alleged neglect when no medical treatment or intervention is necessary and the person supported isn't at continued risk of serious harm
- › Alleged physical abuse when medical treatment or intervention isn't required and the person supported isn't at continued risk of serious harm
- › Suspicious injury when abuse or neglect is suspected but no medical treatment or intervention is necessary

Reportable Behavioral/Psychiatric Events

When these events occur, submit a Reportable Event Form to DDA electronically as soon as possible, but no later than the close of the next business day.

- › Behavioral crisis requiring crisis intervention
- › Property destruction exceeding \$100
- › Behavioral crisis requiring emergency psychotropic medication
- › Psychiatric admission for observation, including in an acute care hospital
- › Behavioral crisis requiring protective equipment, manual or mechanical restraints, regardless of type or time used or approval by plan of care (all takedowns or prone restraints are prohibited)
- › Physical aggression
- › Reportable behavior involving physical aggression and/or self-injurious behavior resulting in injury to another person (housemate, staff, private citizen/other)
- › Criminal conduct or probable criminal conduct
- › Engagement with law enforcement
- › Self-injurious behavior resulting in an injury that requires assessment and treatment beyond basic first aid that can be administered by a lay person
- › Sexual aggression
- › Suicide attempt





Reportable Medical Events

When these events occur, a Reportable Event Form must be submitted to DDA electronically as soon as possible, but no later than the close of the next business day.

- › Cellulitis
- › Pressure ulcer/decubitus ulcer
- › Choking episode requiring physical intervention (use of abdominal thrusts/back blows/Heimlich maneuver)
- › Seizure progressing to status epilepticus
- › Deaths (other than those that are unexpected/unexplained)
- › Insect or animal bite requiring medical treatment by a medical professional
- › Serious injury of known cause
- › Fecal impaction
- › Sepsis
- › Flu
- › Severe allergic reaction requiring medical treatment by a medical professional
- › Severe dehydration requiring medical treatment by a medical professional
- › Methicillin-resistant *Staphylococcus aureus* (MRSA)
- › Skin infection (other than Cellulitis and MRSA)
- › Pneumonia
- › Urinary tract infection (UTI)
- › Other – explanation necessary

Other Reportable Events and Event Interventions

This information applies to Other Reportable Events and Event Interventions that don't meet the criteria for a Tier 1, Tier 2, Behavioral, Psychiatric or Medical event.

When these events occur, a Reportable Event Form must be submitted to DDA electronically as soon as possible, but no later than the close of the next business day.

Other Reportable Events include:

- › Administration of routine psychotropic medication without consent
- › Emergency situations (including fire, flooding and serious property damage that results in harm or risk to persons supported)
- › Enabling technology remote supports: failure to implement emergency back-up plans
- › Falls with injury
- › Medication variance and/or omission
- › Missing person (greater than one hour)
- › Unsafe environment
- › Vehicle accident - minor or serious
- › Victim of fire

Event interventions include:

› **Other admissions/discharges**

- Incarceration admission
- Incarceration discharge

› **Crisis services**

- 911 call
- EMT
- ER visit with treatment
- Fire department
- Mobile crisis services
- Police
- Urgent care facility with treatment

› **Additional interventions**

- Abdominal thrust/back blows/ Heimlich Maneuver
- Administration of PRN psychotropic medication
- Automated external defibrillator (AED)/CPR
- Manual restraint (regardless of type, time used or approved by plan of care)
- Mechanical restraint (regardless of type, time used or approved by plan of care)
- Protective equipment (regardless of type, time used or approved by plan of care)
- X-ray (to rule out fracture)

Aligned Death Review Process

This information applies to Tier 1 Unexpected/Unexplained Deaths and Reportable Medical Deaths (other than those that are unexpected/unexplained). **This process does not apply to CHOICES members.**

In addition to completing and submitting an electronic Reportable Event Form, providers are required to submit a completed Notice of Death Form to BlueCare Tennessee and DDA, using the form **here** as soon as possible, but no later than the close of the next business day after becoming aware of the member's death.

Residential services providers are required to initiate an Initial Agency Death Review immediately, but no less than 24 hours after becoming aware of the member's death. Residential providers are also required to submit a completed Initial Agency Death Review Form to BlueCare Tennessee and DDA, using the form located **here** as soon as possible, but no later than five business days after becoming aware of the member's death.

For more detailed information regarding the Aligned Death Review Process, please visit DDA's website **here**, and enter **Aligned Death Review Process** in the search bar.



