

# Provider Bulletin

Molina Healthcare of California

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February 12, 2024

- Imperial
- Riverside
- San Bernardino
- Los Angeles
- Orange
- Sacramento
- San Diego

## Community-Based Adult Services and Long-Term Care Facilities Critical Incidents Reporting

This is an advisory notification to Molina Healthcare of California (MHC) network providers applicable to the Medi-Cal line of business.

### What you need to know:

The Department of Health Care Services (DHCS) is required to submit the Managed Care Program Annual Report (MCPAR) to the Centers for Medicare and Medicaid Services (CMS) under 42 Code of Federal Regulations (CFR) §438.66(e).

The DHCS requires MHC to collect Critical Incident (CI) reports from all Community-Based Adult Services (CBAS) and Long-Term Care (LTC) facilities. These reports are included in the quarterly CI reporting template, which captures information related to CI for Long-Term Services and Supports (LTSS) users.

The DHCS' CI definition aligns with the LTC facility-mandated reporting requirements described in:

- All Facilities Letter (AFL) 21-26: <https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/AFL-21-26.aspx>
- California Code of Regulations Title 22 §72541 - Unusual Occurrences: <https://www.law.cornell.edu/regulations/california/22-CCR-72541>

The CI definition includes:

- Epidemic outbreaks
- Poisonings
- Fires
- Major accidents
- Death from unnatural causes or other catastrophes
- Unusual occurrences that threaten the welfare, safety, or health of patients

## Provider Action

Follow the steps below to report a CI:

1. Review the California Department of Aging (CDA) Incident Report Instructions at: <https://aging.ca.gov/download.aspx?IE0rcNUV0zZ9LQamuTIR3Q%3d%3d>
2. Fill out CDA 4009: <https://aging.ca.gov/download.aspx?IE0rcNUV0zaqMET2XrTCdw%3d%3d>
3. Submit the completed CDA 4009 form to MHC at the following email address: [CBAS@molinahealthcare.com](mailto:CBAS@molinahealthcare.com)

Thank you for your cooperation in complying with timely and accurate reporting!



- Any instances of suspected or alleged abuse, neglect, exploitation, and/or mistreatment

In order to comply with DHCS regulations, all CIs must be reported to MHC. Please follow the instructions in the **Provider Action** section to report an event that qualifies as a CI.

### **When this is happening:**

Any unusual occurrences in the environment of a facility should be reported within 24 hours. Death, serious injury, and unusual incidents should be reported within 48 hours.

### **What if you need assistance?**

If you have any questions regarding the notification, please contact your Molina Provider Relations Representative below.

<b>Service County Area</b>	<b>Provider Relations Representative</b>	<b>Contact Number</b>	<b>Email Address</b>
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