



Critical Incident Report



Member Plan	MCO	Reason for Report	
Member Information			
Last Name		First Name	Date of Birth
			Gender
Dually Eligible?	VA Medicaid ID #	Medicare ID #	Member Classification at Time of Incident
Incident Information			
Type of Incident		<u>Occurrence of Incident</u>	<u>Discovery of Incident</u>
		<u>Report of Incident</u>	
Abuse, Neglect or Exploitation?		Date: Time:	Date: Time:
Location/Address of Incident			
Detailed Description of Incident (use additional pages if necessary)			
Cause of Death (if applicable)			
Providers Involved in Incident			
Provider (1)	Name	NPI Number	Contact Information
Address		Provider Type	
Provider (2)	Name	NPI Number	Contact Information
Address		Provider Type	

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Source of Information			
Source of Information for Critical Incident Data			
Contact Name	Contact E-mail	Contact Phone Number	
Other Individuals/Witnesses			
Name	E-mail	Phone Number	
External Agencies Contacted (APS, CPS, law enforcement, etc.)			
Agency	Agency Contact Name	Phone Number	Date of Report
Follow-up/Resolution of Incident			
Is the member subject to further harm, or does he or she have further emergency needs at this time?			
If yes, please explain:			
Detailed Description of Follow-up Actions for this Incident			



Critical Incident Report Form Definitions and Reporting Instructions



the appropriate health plan. Please see the contact information for each plan on the chart below.

Contact Information			
CCC Plus & Medallion 4.0	Phone Number	Fax Number	E-mail
Aetna Better Health of Virginia	CCC+: (855) 652-8249 M4: (800) 279-1878	CCC+: (844) 203-0020 M4: (866) 207-8901	VACriticalIncidents@Aetna.com
Anthem Healthkeepers Plus	(855) 323-4687	(855) 273-6831	CCC+: cccpluscis@anthem.com M4: QOC-HKP@anthem.com
Magellan Complete Care of Virginia	(800) 424-4524 (TTY 711)	(423) 591-9525 or (866) 325-9157	
Optima Health Community Care	CCC+: (866) 546-7924 M4: (757) 252-8400	CCC+: (844) 552-7508 M4: (757) 227-9657	
United Healthcare	(800) 391-3991	(855) 371-7638	critical_incidents@uhc.com
Virginia Premier Health Plan	(877) 719-7358 Option 1-3-1-1	(804) 200-1962	criticalincident@vapremier.com