

## **HCBS- Incident Management System Overview**

Under section 1915(c) of the Social Security Act, the state must provide for the health and welfare of individuals served. Waivers must address QIS Appendix G, which outlines assurances to CMS that the state has necessary safeguards to protect the health and welfare of participants receiving services.

Section 1915(c) also requires states to annually report the following to CMS:

- Information on the impact of the waiver granted;
- Types and amounts of medical assistance provided; and
- Information on the health and welfare of participants.

In 2016, the U.S. Department of Health and Human Services Office of Inspector General (HHS-OIG) released several reports on their review of states' compliance with federal or state requirements regarding critical incident reporting.

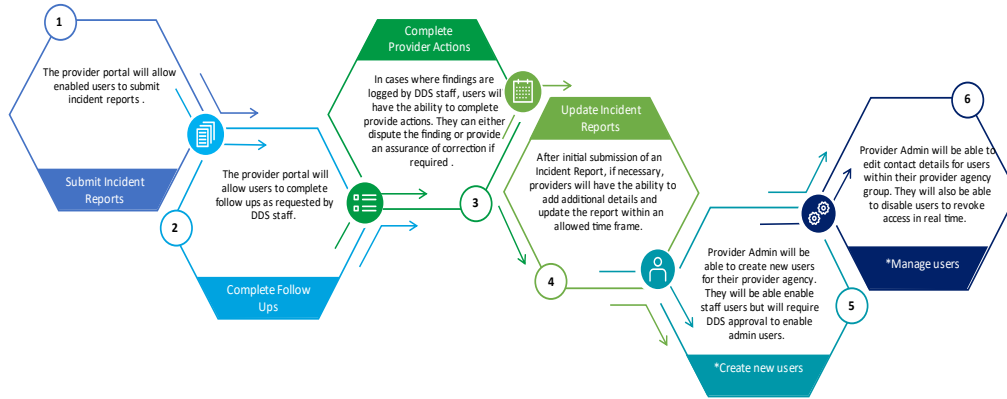
The HHS-OIG found that several states did not comply with federal waiver and state requirements for reporting and monitoring critical incidents involving HCBS waiver individuals. The findings included that:

- Critical incidents were not reported correctly; –
- Adequate training to identify appropriate action steps for reported critical incidents or reports of abuse or neglect was not provided to state staff; –
- Appropriate data sets to trend and track critical incidents were not accessible to staff; and
- Critical incidents were not clearly defined, making it difficult to identify potential abuse or neglect

CMS recognizes that incidents will happen. The goal is not to eliminate incidents, but to minimize preventable incidents from occurring through the development and implementation of a robust incident managements system that allows for proactive response to incidents and implements actions to reduce the risk and likelihood of future incidents.

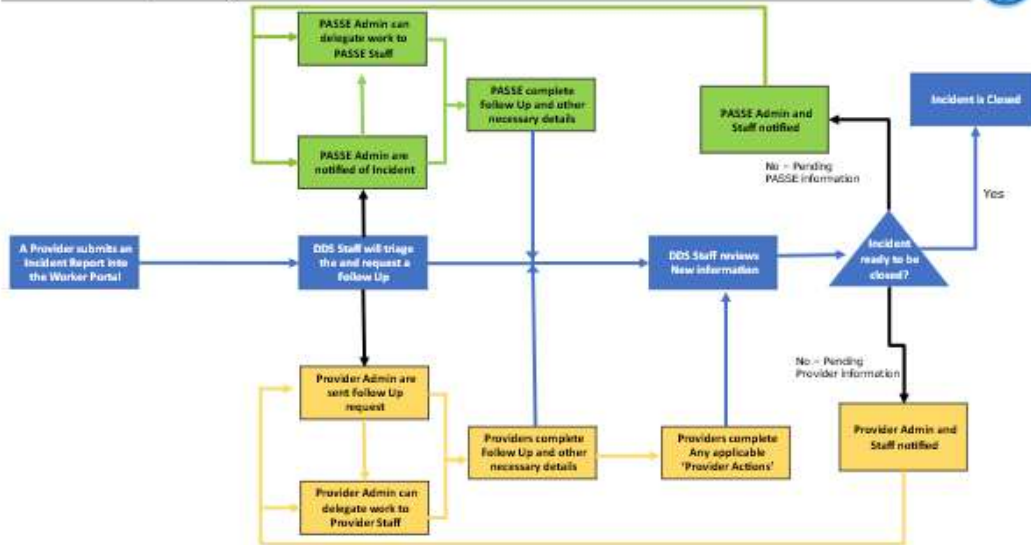
As part of the assurances and sub-assurances in the 1915 (c ) Home and Community Based Supports Waiver, commonly referred to as CES Waiver, operated by the Division of Developmental Disabilities, the development and implementation of the Arkansas HCBS Incident Management System is being initiated. This cloud-based incident management tracking system as one component of the overall HCBS Incident Management system will assist the state in capturing, analyzing and reporting of data to comply with Federal requirements.

# Provider Portal– High Level overview



\* Admin functionality only

## Incident Reporting Workflow



## **Our Partners in Design:**

Development of systems requires partnerships and input from many stakeholders to produce a product that meets the needs of the user. Many thanks to our wonderful partners:

- Arkansas Total Care
- CareSource PASSE
- Easter Seals of Arkansas
- DDS HCBS Staff
- Empower Healthcare Solutions
- Arkansas Provider Coalition(Summit Community Care)
- St. Francis County Development Center
- Office of the PASSE Ombudsman