

# **NOTICE:** Update to BCBSAZ Health Choice Provider Manual Chapter 18.18

January 19, 2023

Dear providers,

BCBSAZ Health Choice has revised Provider Manual Chapter 18.18: Reporting of Incidents, Accidents, and Deaths. These updates were made to reflect current AHCCCS AMPM Policy 960 and AMPM Policy 961 regarding the timeframes of notification and submission of reports expected of the provider for sentinel and non-sentinel events.

Health Choice and/or providers shall submit reportable Incidents, Accidents, and Death (IAD) reports and Internal Referrals (IRF) into the AHCCCS QM Portal within two business days of the occurrence or notification of the occurrence. Health Choice and/or providers shall submit sentinel IADs into the AHCCCS QM Portal within one business day of the occurrence or becoming aware of the occurrence. Health Choice shall notify AHCCCS of all sentinel events via email at [CQM@azahcccs.gov](mailto:CQM@azahcccs.gov) immediately, but within 24 hours of notification of the occurrence.

The revised chapter can be found on the Health Choice website at:

[https://www.healthchoicenz.com/wp-content/uploads/mdocs/Chapter\\_18\\_BH%20Services\\_HC\\_10.31.22.pdf](https://www.healthchoicenz.com/wp-content/uploads/mdocs/Chapter_18_BH%20Services_HC_10.31.22.pdf)

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