



920 Albany Shaker Road
Latham, NY 12110

January 22, 2016

Dear Provider,

Effective immediately, providers should begin utilizing the attached referral form to report Sentinel Events. This form was designed to make Sentinel Event reporting easier for providers.

A Behavioral Health Provider Sentinel Event is a serious or unexpected occurrence involving a member in any of the following ways:

- A completed suicide by a member who, at the time of his/her death, was engaged in treatment at any level of care or was engaged in treatment within the previous 60 calendar days;
- A serious suicide attempt by a member, requiring an overnight admission to a hospital medical unit, that occurred *while* the member was receiving facility based treatment (e.g., BH inpatient, residential, partial hospital, intensive outpatient) OR within 30 days of discharge from facility based treatment;
- An unexpected death of a member that occurred while the member was receiving facility based treatment;
- A serious injury of a member, requiring an overnight admission to a hospital medical unit, that occurred on facility premises while the member was receiving facility based treatment;
- A serious physical assault of or by a member, requiring medical intervention, that occurred on facility premises while the member was receiving facility based treatment;
- A report of a sexual assault of or by a member that occurred on facility premises while the member was receiving facility based treatment;
- A homicide that is attributed to a member who, at the time of the homicide, was engaged in treatment at any level of care or was engaged in treatment within the previous 60 calendar days;
- A report of an abduction of a member that occurred on facility premises while the member was receiving facility based treatment;
- An instance of care (at any level) ordered or provided to a member by someone impersonating a physician, nurse or other health care professional;
- A medication error that required significant medical intervention (requiring an emergency room visit or inpatient hospital stay);
- Use of restraints/seclusion (Physical, Chemical, Mechanical) with significant medical intervention, requiring an emergency room visit or inpatient hospital stay;
- Allegations of abuse/neglect (physical, sexual, verbal); including peer to peer; or
- Allegations of member exploitation.

Sentinel Events must be reported by providers as soon as possible, or no later than one business day following the event.

To report a Sentinel Event, please complete the following:

- 1) Collect all pertinent information about the event
- 2) Complete the Behavioral Health Sentinel Event Report and fax to our secure number at **1-844-342-7704; Attention: Quality Department**
- 3) Have information readily available to assist in investigation, if warranted

Should you have any questions regarding this process, please contact Quality Specialists:

- Dylan Clark at 1-518-362-2241 or
- Stephanie Canoe at 1-518-362-2280

Additionally, please note that the Sentinel Event Reporting Form can also be accessed on *Provider Express* on the Welcome to the Optum Network page under New York Medicaid Provider Resources/Quality Improvement : [Home > Our Network > Welcome to the Network > New York](#)

Thank you for your time and cooperation,



Dylan Clark
Quality Improvement Specialist
Behavioral Health
UnitedHealthcare Community Plan
1-518-362-2241

Enclosure:

UnitedHealthcare Community Plan – New York Behavioral Health Sentinel Event Report