

HCBS Critical Incident Management



PCG helps states prioritize beneficiary health and safety to strengthen program oversight.

Medicaid Home and Community Based Services (HCBS) offer many older adults and individuals with disabilities the opportunity to live in the residential setting of their choice with support from independent providers, agencies, and family caregivers. A fundamental component of a strong HCBS program is its ability to swiftly and effectively respond to serious incidents, mitigate their reoccurrence, and identify trends (involving reported and unreported incidents) to implement needed quality improvements. Most importantly, critical incident investigations can put a stop to abuse, neglect, and exploitation impacting beneficiaries.

Critical Incident Management Services and Solutions

A critical incident management system designed to protect HCBS beneficiaries' health, safety, and welfare is more than a matter of compliance, it can serve to enhance oversight and offer valuable, actionable information on program performance. Public Consulting Group (PCG) provides states with:



Incident Management System (IMS)
Technology: PCG can implement our in-house IMS, Careify®, to manage all aspects of the incident process, consolidate information housed in disparate systems, and enable customized reporting.



Staffing Solutions: We provide staffing to assess incoming reports and conduct investigations on behalf of states.



Data Analytics: We seek program integrity alignment by conducting analytics across HCBS and Adult Protective Services (APS) programs to detect critical incidents, reduce duplication of efforts, identify trends, and improve outcomes.



Process Improvements: PCG optimizes business processes to help states eliminate investigation backlogs, achieve compliance with CMS and Administration for Community Living (ACL) federal rules regarding incident management, and establish and maintain a continual quality improvement process.



Operational Support: We train investigators and providers, assist with grievances, appeals, and due process reviews, and incorporate the research-backed RISE (Repair harm. Inspire change. Support connection. Empower choice.) Model approach to reduce repeat investigations in partnership with the RISE Collaborative.



PCG's experience and methodical approach has earned us the distinction as a CMS certified Quality Improvement Organization (QIO)-like entity. **By partnering with us, states are eligible for 75 percent enhanced federal financial participation on PCG-performed medical and utilization reviews conducted during incident investigations.** We also assist states with Medicaid Administrative Claiming to obtain the enhanced match rates on approved activities.



All-in-One Incident Management System

PCG's Careify offers enhanced incident tracking and data analytics to manage incidents and protect vulnerable populations.

Careify, a web-based platform, is a modular, customizable software-as-a-service system designed to help states meet the incident management requirements included in The Center for Medicaid and Medicare Services' (CMS) Ensuring Access to Services (2442) Final Rule (Access Rule).

The Access Rules requires states to adhere to these implementation timelines:

- ✓ By July 2027, states must have a critical incident management system in place.
- ✓ By July 2029, states will be required to have a fully functioning electronic critical incident system to be in compliance with the rule.

For states who are using existing Incident Management Systems, we provide the CMS required independent reviews to certify that incident management systems are in compliance with requirements.

Careify IMS Benefits



Report

Multiple online avenues for reporting critical incidents



Identify

Determine which reportable incidents are critical and categorize them appropriately



Triage

Assign responsibility and quickly evaluate incidents using pre-defined workflows



Investigate

Streamline the investigation process with custom business rules and validations



Resolve

Create remediation and corrective action plans using investigation findings



Track and Trend

Identify and evaluate common occurrences and trends of interest to your agency

Trusted Partner to State Medicaid Agencies

In the past 10+ years, our team of quality experts has:

Investigated 186K+ Incidents, averaging 900+ incidents per month	Investigated 6,200+ APS incidents, averaging 650+ incidents per month	Identified \$14.7M+ in overpayments	Trained 50K+ HCBS providers
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Contact us today to learn more about our critical incident management solutions and services.

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