

441—73.9(249A) Incident reporting.

73.9(1) The managed care organization shall develop and implement a critical incident reporting and management system for participating providers in accordance with the department requirements for reporting incidents for Section 1915(c) HCBS waivers, for the Section 1915(i) habilitation program, and as required for licensure of programs through the department of inspections and appeals.

73.9(2) The managed care organization shall develop and implement policies and procedures, subject to department review and approval, to:

- a.* Address and respond to incidents;
- b.* Report incidents to the appropriate entities in accordance with required time frames; and
- c.* Track and analyze incidents.

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