

# When to Report a Critical Incident and/or Significant Event

A critical incident (CI) is any alleged or actual event that poses a risk of serious harm, injury or death of the member. Significant events (SE) are significant, sometimes traumatic occurrences that impact children and youth served by Department of Child and Family Services (DCFS).

## Critical incidents include, but are not limited to:

- Abuse\*
- Exploitation
- Fraudulent activity
- Hazardous conditions
- Missing persons
- Neglect
- Serious behavioral health incidents
- Serious medical incidents
- Suicidal thoughts
- Threats



*\*Types of abuse can include sexual, verbal, emotional, or physical*

## Significant events include, but are not limited to:

- Alleged abuse\*/neglect of a child or youth
- Human trafficking
- Medical/psychiatric incidents
- Missing or abducted child or youth
- Pregnant or parenting child or youth in care
- Injury-related incidents
- Sexualized behavior incidents
- Encounters with law enforcement
- Death reports involving children and youth

*\*Types of abuse can include sexual, verbal, emotional, or physical*



Meridian follows up on reported critical incidents and significant events, if needed, to ensure member safety and provide resources to resolve the reported incidents.

## Reporting critical incidents and significant events:



1. Identify the appropriate CI and/or SE type
2. Complete a YouthCare Significant Event & Critical Incident Intake Form if incident occurred within the past year
  - Submit within **24 hours** of discovering the incident
3. Email YouthCare Significant Event & Critical Incident Intake Form to [criticalincidents@mhplan.com](mailto:criticalincidents@mhplan.com)

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## Examples of what classifies as a CI/SE

Setting	Example of a CI/SE
Provider Office	<p>During annual wellness checkup, bruising was discovered on member's arms and face. When asked about the bruises, member stated she fell and was hesitant to share additional information. Member seemed tense for the remainder of the visit.</p> <p><b>CI Category: Abuse</b> <b>SE Category: Alleged Abuse/Neglect</b></p>
DCFS Group Home	<p>DCFS case worker discovered member on the floor. Member was assessed for injuries and has been displaying periods of confusion.</p> <p><b>CI Category: Significant Medical Event of Enrollee</b> <b>SE Category: Medical/Psychiatric Incidents</b></p>
Hospital	<p>Member was admitted for intentional drug overdose. Member's parent witnessed her taking multiple pills. Member took an unknown amount of Clonazepam. Member is currently an inpatient at Trinity Medical Center and is being treated for major depressive disorder.</p> <p><b>CI Category: Suicide Attempt by Enrollee</b> <b>SE Category: Medical/Psychiatric Incidents</b></p>
Hospital	<p>Minor member had not taken insulin in three days due to caregiver being out of town. Member did not know where mother was. Member has had frequent hospitalizations for diabetic ketoacidosis.</p> <p><b>CI Category: Neglect</b> <b>SE Category: Alleged Abuse/Neglect</b></p>