



Critical Incident & Significant Event Intake Form

Please complete the required fields with an asterisk*. If you need assistance completing this form, please email criticalincidents@mhplan.com

- For information on reporting an incident to the appropriate **external agency contact**, please go to page 2 of this form

Member Information

- *Member Medicaid ID
- *Member Name (First, Last)
- *Member DOB

Event Information

- *Date and Time of Incident
- *Date and Time of Discovery
- *Critical Incident Type
- *Child & Youth Specific Event Type

Event Reporting

- *External Agency Referral
- *Date and Time
- *External Agency Referral
- *Date and Time

Event Summary

- *Event Summary
- *Location/Address Where Incident Occurred
- *Member Disposition

Individual Reporting Incident

- *Individual who Reported Incident to Meridian
- *Reporter Full Name, Title, Organization
- *Date Form Completed

Thank you for being our partner in ensuring the safety of our members. Submit completed form within **24 hours** of discovering the incident. Please email completed form to criticalincidents@mhplan.com



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External Agency Contacts

If a circumstance requires external agency involvement, please contact the appropriate agency using the following criteria:

State Agency	CI/SE Reporting Criteria	Phone Number*
Police/EMS	Cases needing local law enforcement	911
Adult Protective Services	CI: Abuse, Neglect, Exploitation	1-866-800-1409
Child Intake Recovery Unit	CI/SE: Reports of Missing or Abducted Children and Youth in Care *Applies only to members who are enrolled in YouthCare	1-866-503-0184
Department of Children and Family Services	CI/SE: Abuse, Death, Elopement, Exploitation, Neglect, Human Trafficking	1-800-252-2873
Office of Inspector General	CI: Abuse, Exploitation, Neglect *For members 18-59 who reside in or receive mental health/developmental disability services from DHS-operated or DHS-funded state agencies.	1-800-368-1463
IDPH Nursing Home Hotline	CI/SE: Abuse, Neglect, Exploitation *For members residing in a nursing facility	1-800-252-4343
Supportive Living Facility Hotline	CI: Abuse, Neglect, Exploitation * For members residing in a skilled living facility (SLF)	1-844-528-8444

*Numbers as of 1/4/2023



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Critical Incident Definitions

Incident Category	Definitions
Abandonment	means the desertion or willful forsaking of an eligible adult by an individual responsible for the care and custody of that eligible adult under circumstances in which a reasonable person would continue to provide care and custody. Nothing in this Act shall be construed to mean that an eligible adult is a victim of abandonment because of health care services provided or not provided by licensed health care professionals.
Abuse	<p>The willful infliction of injury, unreasonable confinement, intimidation, or punishment with resulting physical harm, pain or mental anguish (42 CFR Section 488.301), generally used in conjunction with Neglect.</p> <p>Abuse includes physical abuse, verbal abuse, sexual abuse, or harassment, and mental or emotional abuse.</p>
Fraud	A manner of operation that results in excessive or unreasonable costs to the Federal or State health care programs.
Neglect	<p>A failure to notify the appropriate health care professional, (ii) to provide or arrange necessary services to avoid physical or psychological harm to a member, or (iii) to terminate the residency of a member whose needs can no longer be met, causing an avoidable decline in function.</p> <p>Neglect includes passive neglect, willful deprivation, and isolation.</p> <p>I. Passive Neglect - a non-malicious failure to provide the necessities of life including, but not limited to, food, clothing, shelter, or medical care.</p> <p>II. Willful Deprivation - a willful denial of medications, medical care, shelter, food, therapeutic devices, or other physical assistance to a person who, because of age, health, or disability, requires such assistance and thereby</p>



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	exposes that person to the risk of physical, mental, or emotions harm because of such denial; except with respect to medical care or treatment when the dependent person has expressed an intent to forego such medical care or treatment and has the capacity to understand the consequences.
Exploitation	The misuse or withholding of a member’s assets and resources (belongings and money). It includes, but is not limited to, misappropriation of assets or resources of the alleged victim by undue influence, by breach of fiduciary relationship, by fraud, deception, extortion, or in any manner contrary to law.
Behavioral Health	A serious behavioral health incident that results in emergency treatment. This can include self-neglect, self-injury, property damage, verbal aggression, suicide ideation, attempted suicide, sexually problematic behavior, uncontrolled problematic alcohol or substance abuse, and any other mental health emergency.
Death	Deaths resulting from a new or existing medical condition made unusual because they are related to; a treatment error, medication or omission of medication, poor care, or there was a recent allegation of abuse, neglect or exploitation, or the member was receiving home health services at time of passing. Any death of a member occurring: within 14 calendar days after discharge or transfer of the member from a residential program or facility, within 24 hours after deflection from a residential program or facility, at an agency or facility or at any Department-funded site.
Unanticipated Death	A death of a member that could not have been anticipated or predicted. Examples include but are not limited to accidental death, death resulting from suicide, death that occurs in questionable circumstances, resulting from any other unexpected or unknown reason.
Legal/Criminal Activity	(Involves State, Local or Municipal Law Enforcement) includes problematic possession or use of a weapon, arrest, property damage greater than \$50, or other criminal activity. Including: <ul style="list-style-type: none"> • Any illegal activity that is allegedly committed by the waiver participant in which there is law enforcement involvement; Examples include, but are not limited to: arrests, incarceration, criminal court appearances/charges, illegal drug use, and shoplifting. • Violation of probation or parole that potentially will result in the revocation of probation/parole. • Any criminal offense that is committed by a waiver participant that results in immediate incarceration.
Medication Management	When there is a discrepancy between what a physician prescribes and what a member takes such as a member taking the wrong medication, which includes taking medication after it has been discontinued or taking the incorrect medication because it was improperly labeled. Medical management includes situations of a member taking the wrong dose of medication, a member



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	<p>omitting and not taking a prescribed dose of medication within the 24-hour period of a calendar day, or a member’s refusal to take prescribed medication. Also refers to issues with medication dosage, scheduling, timing, set-up, compliance, and administration or monitoring which results in harm or an adverse effect which necessitates medical care. Any instance of missing medication (i.e., stolen medication) should also be reported here.</p>
<p>Restraint, Seclusion, or other Restrictive Intervention</p>	<p>Unauthorized restraint is any manual method, physical or mechanical device, material, or equipment that immobilizes or reduces the ability of a patient to move his or her arms, legs, body, or head freely. Seclusion is defined as placing a person in a locked or barricaded area that prevents contact with others. Confinement means restraining or isolating, without legal authority, a person for reasons other than medical reasons ordered by a Physician.</p>
<p>Medical Emergency/Injury/Illness</p>	<ul style="list-style-type: none"> • Any recurring injury or illness that requires treatment beyond first aid which includes lacerations requiring stitches or staples, fractures, dislocations, loss of limb, serious burns, skin wounds, pneumonia, urinary tract infections, etc. • An injury or illness requiring immediate emergency medical treatment to preserve life or limb. • An emergency medical treatment that results in admission to the hospital • Medical Emergency: Admission of a member to a hospital or the provision of emergency medical services (treatment by EMS) that results in medical care which is unanticipated and/or unscheduled for the member and which would not routinely be provided by a primary care provider
<p>Missing Person/Elopement</p>	<ul style="list-style-type: none"> • A person who is identified as missing by law enforcement, hospital elopement or leaving against medical advice, staff, family, caretakers, or other natural supports. • A person is considered “missing” if they cannot be located and there is reason to believe the person may be lost or in danger.
<p>Environmental/Unsafe Housing/Displacement</p>	<ul style="list-style-type: none"> • Unsafe housing is any home or living space which does not provide a safe and healthy environment. Loss of utilities, structurally unsafe, etc. • Displacement is the removal of the client from a home or living space due to natural disaster (fire, flooding, tornado, etc.) or eviction. • Social environment hazards are the culture that the waiver participant lives in and the people and institutions with whom the waiver participant interacts, would include family, roommates, facility staff and providers.



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Significant Event Definitions

Incident Type	Definitions
Behavior Related Incidents	Incidents include: Displays Physically Aggressive Behavior, Personal Injury, Property Damage or Bodily Injury Over \$50.00 Caused by the Actions of a Child or Youth, Child or Youth in Possession of Weapon and/or Ammunition, Violation of a Court Order, Suspected Alcohol or Substance Abuse by a Child or Youth, Child or Youth Suspended from School, Child or Youth Expelled from School, Threatening or Attempting Elopement, Parent/Case Member Threat Against Employee or Facility, Violation/Misuse of Social Media
Bribery or Attempted Bribery of a DCFS, POS or Facility Employee	This category includes any instance in which a DCFS, POS or facility employee accepted, is given, offered, or promised something such as money or favor to influence the employee’s judgment or conduct in the performance of his/her official duties.
Child and Youth Circumstances Involving Caregivers	Examples of this include, Caregiver of a Child or Youth in Care-Media Related, Fire/Natural Disaster Damaged or Affected Unlicensed Caregiver Home, Hazardous Physical Conditions Discovered at an Unlicensed Caregiver Home, Unlicensed Caregiver Arrested, Charged With, Convicted of a Crime, Unlicensed Caregiver of a Child or Youth in Care-Media Related
Encounters with Law Enforcement	A child or youth served by the department has been arrested, charged with, or convicted of a crime as defined in Illinois Criminal Code of 2012 [720 ILCS 5].
Missing or abducted	A child or youth considered missing is categorized under one of the following three statuses: Abducted from Placement, Whereabouts Unknown, Periodic Contact with Caseworker
Falsification of credentials or records	This applies to both Department and purchase of service providers. “Falsification of credentials” means that a job applicant or employee of the Department or a purchase of service provider submits a job application, academic records, employment record, license or certification, or similar document to establish eligibility for employment, continued employment, or determining the individual’s eligibility for an appointment, reassignment, promotion, leave or other employment decisions that falsely states the qualifications or achievements of the individual. “Falsification of records or statements” includes an act of misrepresentation, falsification, or omission of any fact, whether written or verbal. Records include, but are not limited to, client or case records, court testimony, vouchers, personnel records, and time and attendance records.
Identity Theft	Stealing someone’s identity (e.g., name and social security number) or pretending to be someone else by assuming that person’s identity. Usually, identity theft is used to commit fraud, theft, and other crimes against the person (victim) whose identity is illegally used.



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Human Trafficking	Suspected human trafficking of a child or youth in care or served by the Department includes circumstances where activity has been alleged or presumed by individuals such as caregivers, providers, workers, and others who interact with the child/youth. Certain indicators may suggest a child/youth has been or is involved in trafficking activity.
Injury Related Incidents	<p>Accidental Injury/Wound Requiring Medical Attention (does not include injury related to restraints) requires attention of medical professional, including program nurse, or other medical staff onsite or in a medical facility. Not intended to capture circumstances where staff, worker, foster parent or other non-medical professional attends to an injury that is not considered severe to the extent attention by a medical professional is required.</p> <p>A child or youth has unexpectedly received an injury in which the skin or other external surface is torn, pierced, or cut through unintentional means. An “injury” can encompass conditions such as burns, broken bones, severe sprains, etc. For either of these conditions to be reportable, the injury must have required attention by a medical professional.</p> <p>This includes Self-Inflicted Injury/Wound Requiring Medical Attention (includes cutting/self-mutilation) requires attention of medical professional and Child or Youth Involved in an Accident (vehicular, sports related, falls, other) (Also required for children and youth served by the Department)</p>
Media Involvement/High Profile Child or Youth Events	This means any child/youth incident that currently has media involvement, or there has been a media inquiry that is not part of a department planned or sponsored public service communication, education/training or similar public service effort. Such incidents include but are not limited to those that involve a child or youth for whom the Department is legally responsible, persons served by the Department, childcare facilities licensed by the Department, staff of the Department or a Purchase of Service provider, or litigation affecting a Purchase of Service provider.
Medical/Psychiatric Incidents	This includes instances of the following: Child or Youth Refuses Medication, Medication Dispensing Error, Overdosed, Under dosed, Wrong medication given, Missed dose, Medication - Adverse Reaction, Allergic/Adverse Reactions (includes food and environmental allergies), Incidents of Suicidal Threats or Attempts, Psychotropic Medication - Emergency Administration, Psychiatric Emergency, Hospitalization-Psychiatric Admission, Hospitalization-General Admission, Other Hospitalization (shall only be selected when no other suitable category exists to document the type of hospitalization or treatment),Emergency Treatment, Surgical Treatment



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<p>Death Reports Involving Children and Youth</p>	<p>All child and youth deaths MUST be reported regardless of the nature of death</p>
<p>Personnel, Caregiver and Facility Related events</p>	<p>These events do not include children and families served by the Department. These are strictly events regarding DCFS and POS agency personnel, licensed foster parents/unlicensed relative caregivers, or events that occur within or are about a facility. Personnel, Caregiver and Facility Related Events include Significant Events Involving Employees or Facilities, Significant Events Involving Caregivers, and Media Involvement/Media Inquiries Regarding Personnel/Caregivers/Facilities.</p>
<p>Alleged Abuse/Neglect of a Child or Youth</p>	<p>A child or youth in care or served by the Department is alleged to have been abused or neglected by a parent or responsible caregiver, immediate family member, other person residing in the home, parent’s paramour, or other person responsible for the child/youth’s welfare as defined by DCFS Rule 300.</p> <p>This includes Alleged Sexual Abuse of a Child or Youth, Alleged Physical Abuse of a Child or Youth, Alleged Sexual Assault of a Child or Youth, Alleged Neglect of a Child or Youth, Alleged Emotional/Verbal Abuse of a Child or Youth, and Allegation #84-B Lock Out-Psychiatric Admission</p>
<p>Identification of a Pregnant or Parenting Child or Youth in Care</p>	<p>This includes Pregnant Youth, Parenting Youth Mother, Parenting Youth Father, Youth Paramour Pregnancy (a child/youth in care believes he may have impregnated a paramour, or believes he is the father of a child not yet born), Delivery, Miscarriage, Pregnancy Unfounded (confirmed negative or paternity negative), or Stillbirth</p>
<p>Sexualized Behavior Incidents</p>	<p>A child or youth in care or served by the Department exhibits sexualized behavior, which includes but is not limited to actions or behaviors addressing mutual exploration, non-forced behavior but non-sanctioned behavior. Sexualized behavior also includes non-mutual exploration. Sexualized behavior does not imply force, use of power, coercion, violence, or threats of violence.</p> <p>This includes sexually problematic behavior defined as A child or youth in care or served by the Department exhibits sexually problematic behavior/misconduct that is not usual and expected, and that typically does not, but may, involve sexual contact with others. These behaviors include public masturbation,</p>



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	<p>voyeurism, exhibitionism, etc. Such behaviors violate societal norms for what is generally acceptable behavior and reflects an interruption of normal sexual development. Sexually problematic behavior may involve power, coercion, force and intrusion, violence or threats of violence, harassment, exposure, sexual and simulated sexual gestures. Sexually problematic behaviors also include using social media and/or gaming systems excessively (and not age appropriately) to access and view pornography, sexting, and/or taking other highly risky sexualized actions online. These actions may be for self-gratification or to show others. These activities may or may not cause visible physical injury or emotional harm to others. Sexual aggression involves sexual activities such as, but not limited to fondling, frottage (bumping, touching, or rubbing against others for sexual satisfaction), and penetration.</p>
<p>Restrictive Behavior Management Interventions for Child and Youth Incidents</p>	<p>Restrictive Behavior Interventions for children and youth in residential childcare facilities include:</p> <ul style="list-style-type: none"> • Restraint/Physical Hold defined as “Manual Restraint” is defined in Rule 384, Behavior Treatment in Residential Child Care Facilities, and authorized use of manual restraint is described in Rule 384.50, Behavior Management Requirements for the Use of Manual Restraints. <p>Manual restraint may only be used as an intervention when a child or youth is a threat of physical harm to self or others. The use of manual restraint is limited to secure childcare facilities, childcare institutions, group homes and youth emergency shelters licensed by the Department. No other facility licensed by the Department is authorized to use manual restraint.</p> <ul style="list-style-type: none"> • Seclusion defined in Rule 384, Behavior Treatment in Residential Child Care Facilities, and authorized use of seclusion is described in Rule 384.70, Behavior Management Requirements for the Use of Seclusion. <p>Seclusion is limited to children aged six and older who have been placed in a childcare facility and who pose a threat of physical harm to themselves or others. The use of seclusion is limited to secure childcare facilities, childcare institutions, group homes and youth emergency shelters licensed by the Department. No other facility licensed by the Department is authorized to use seclusion.</p> <p>A Significant Event Report indicating an instance of seclusion lasting more than 15 minutes beyond the time that behaviors for which the seclusion was ordered have ceased or any seclusion lasting longer than 2 hours total must also be sent to the Deputy Director of the Division of Clinical Services and the facility’s licensing representative.</p>