



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
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DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

**INFORMATIONAL LETTER NO. 849**

**November 3, 2009**

**TO:** Individual CDAC Providers

**ISSUED BY:** Iowa Department of Human Services

**SUBJECT:** Second Incident Reporting Notice for Individual CDAC Providers

**EFFECTIVE:** **November 1, 2009**

This is the second notice from Iowa Medicaid to Individual CDAC Providers regarding the new Critical Incident Reporting requirements that will become effective **November 1, 2009**. The new provider incident reporting standards will affect all Individual CDAC Providers under the home-and-community-based habilitation services: including the ill and handicapped waiver, elderly waiver, AIDS/HIV waiver, intellectual disability (mental retardation) waiver, brain injury waiver, and physical disability waiver.

**CDAC Providers consider this first:**

- You must report a major incident within 24 hours if a major incident has occurred under your watch or upon your discovery of the major incident.
- A major incident is not simply recorded on your Daily Service Record; you will need to file an official major incident report with a CDAC Provider Services Customer Services Representative or through the online Iowa Medicaid Provider Access (IMPA) Portal.
- You do not include the major incident report with your monthly claim form.
- If you think the incident is major but can't decide if it should be reported to Iowa Medicaid, go ahead and call the CDAC Provider Services and we can assist you.

**Reporting Steps:**

- 1) When the Individual CDAC Providers becomes aware of the major incident, they will notify the member's case manager and the member's legal guardian within 24 hours.
- 2) If the CDAC provider has access to the Internet, they will then sign up for the online Iowa Medicaid Provider Access electronic process to file the major incident report on their own at <https://secureapp.dhs.state.ia.us/imp/>
- 3) If the CDAC provider is unable to register for online access due to technical difficulties, they will then call into Provider Services at **1-800-338-7909** or **(515)725-1004, "option 3"** and a CDAC customer service representative will help the CDAC provider fill out a critical incident report.

The Iowa Medicaid Provider Access portal will allow CDAC providers to view the ISIS authorization files for members, and in the future CDAC Providers may be able to complete their claims electronically and view an image of their remittance advice as well. If you need help, please call Provider Services for assistance.