

Date: November 27, 2017

Required: Reporting of critical incidents on or before November 30, 2017

Although AmeriHealth Caritas Iowa will no longer be participating in the IA Health Link program starting December 1, 2017, **providers are still required** to send us reports of critical incidents that happened on or before November 30, 2017. The requirement to send critical incident reports is outlined in [Iowa Administrative Code \(IAC\) 441, Chapters 77 and 90](#).

If you need to submit a critical incident report to AmeriHealth Caritas Iowa, please keep these things in mind:

- The [Iowa Medicaid Critical Incident Report](#) is located on our website in the **Forms** section, then **Quality Management**.
- Please submit your completed critical incident reports to AmeriHealth Caritas Iowa at ACIACriticalIncidentReporting@amerihealthcaritas.com. You can also use this email if you have questions about filling out the [Iowa Medicaid Critical Incident Report](#).
- **You are required to use the revised [Iowa Medicaid Critical Incident Report](#), effective January 1, 2017.** Previous versions will not be accepted.
- Fax submission of critical incident reports is no longer an option.

Critical incident reporting at AmeriHealth Caritas Iowa

Critical incident reporting, as described in [IAC Chapters 77 and 90](#), is a requirement for those eligible to participate in home and community-based services (HCBS). When a major incident has been witnessed or discovered, the HCBS provider/case manager must complete the [Iowa Medicaid Critical Incident Report](#) and submit it to AmeriHealth Caritas Iowa with as much information as possible regarding the incident.

Get help

If you have questions, please contact your AmeriHealth Caritas Iowa [Provider Network Account Executive](#) or AmeriHealth Caritas Iowa Provider Services at **1-844-411-0579**.

For a complete list of our provider notifications, view the [latest provider updates](#).