

Provider Notice: Molina Complete Care Quality Monitoring

Incident, Accident, and Death (IAD) Reporting, AHCCCS Policy 961

What is IAD Reporting?

For the purpose of the AMPM Policy 961, IAD reporting means a report is entered into the AHCCCS QM Portal by a provider to document an occurrence "*that caused harm or may have caused harm to a member and or to report the death of a member*" (from AMPM Policy 961).

Molina Complete Care is required to ensure timely notification

Molina Complete Care (MCC) monitors for timely reporting of member death into the AHCCCS QM Portal.

Why is this important?

MCC prioritizes a member's safety and welfare. Timely reporting of incidents, accidents, and deaths by providers ensures MCC can respond to all of our member's quality of care needs.

What are the minimum requirements for reporting death of a member?

Per AMPM Policy 961, all providers engaged in the delivery of services, or the ordering or referring of services are required to submit reportable IAD events into the AHCCCS QM Portal.

What is the timing requirement for notification?

IADs shall be submitted into the QM Portal within 48 hours of the occurrence or notification of the occurrence. Events qualifying as sentinel IADs shall be submitted within 24 hours of the occurrence or becoming aware of the occurrence.

What is a sentinel IAD?

The definitions of a sentinel event can be found in AMPM Policy 961.

How do I get access the QM Portal?

Providers are encouraged to contact their internal Quality or Compliance Departments to determine who has access to the QM Portal.

QM Portal accounts can be created here: <https://qmportal.azahcccs.gov/Account/Register.aspx>.

For questions about creating a QM Portal account, contact AHCCCS Customer Support Center at (602) 417-4451 or ISDCCustomerSupport@azahcccs.gov

If unable to access the QM Portal, providers may notify MCC directly of a member incident, accident and death to ensure timely notification. Please note: Notifying MCC directly does not replace the requirements for establishing QM Portal access within your organization.

Questions?

For more information and provider support for IAD reporting, please contact MCC Quality and Risk Adjustment Department at MCCAZ-QOC@MolinaHealthCare.com.

Upcoming Provider Education Forums:

Please join us for the next Molina Complete Care Provider Webinar scheduled for October 2022 (date/time TBD).

References:

- AMPM Policy 961:
<https://www.azahcccs.gov/shared/Downloads/MedicalPolicyManual/900/961.pdf>
- QM Portal:
<https://qmportal.azahcccs.gov/Account/Login.aspx?wa=wsignin1.0&wtrealm=https%3a%2f%2focalhost&wctx=rm%3d0%26id%3dpassive%26ru%3d%252fDefault.aspx&wct=2022-05-03T18%3a59%3a39Z>
- MCC AZ Website: <https://www.molinahealthcare.com/members/az/en-US/pages/home.aspx>
- MCC AZ Provider Manual:
<https://www.molinahealthcare.com/providers/az/medicaid/manual/medical.aspx>