

1700 Bent Creek Blvd.
Suite 200
Mechanicsburg, PA 17050

OLTL Critical Incident Management Notification of Requirements Clarification

The Office of Long-Term Living (OLTL) Critical Incident Management Unit monitors provider compliance in the application of guidance specific to critical incident management. OLTL has identified compliance concerns and is issuing the following clarification.

This communication focuses on **required** critical incident notification by provider agencies to the participant's assigned service coordinator, and the documentation of such notification in the Enterprise Incident Management (EIM) entry. The OLTL Critical Incident Management Bulletin available on our website [Critical-Incident-Management-Bulletin.pdf](#) indicates the following:

- Within **48 hours**, the Managed Care Organization (MCO), Service Coordinator (SC), provider agency that discovers or has independent knowledge of the critical incident is to submit the First Section of the critical incident report to OLTL using OLTL's critical incident management system. If the critical incident was discovered on a weekend or holiday, the 48 hours begin at 12:00 AM on the first business day after discovery of the critical incident.
- Providers must **inform the participant's SC within 24 hours** of discovering or first learning of a critical incident.

Notification to the participant's SC that a critical incident was discovered **must not be made** using the HHAexchange system. The required notification to the participant's SC must be made by telephone call, electronic mail communication, or any other method that is agreed upon by all parties involved, excluding the HHAexchange system. In addition, the notification by the provider to the participant's SC that a critical incident was discovered **must be clearly documented in the EIM incident report**. Specifically, within the "Agencies Contacted" page.

Agencies Contacted

ID: 97531 Version: 28 Type: Individual Incident Primary Category: Hospitalization Status: Open

Expand Details

Go To: Agencies Contacted

Were any agencies contacted? Yes

Agency Notified - Incident Agencies Contacted	If Other, Please Specify - Incident Agencies Contacted	Date/Time of Contact - Incident Agencies Contacted	Person Contacted (First Name) - Incident Agencies Contacted	Person Contacted (Last Name) - Incident Agencies Contacted	Phone Number - Incident Agencies Contacted	Email Address - Incident Reporter Information
Service Coordination Entity (SCE)		01/21/2025 3:28 PM	Jane	Smith	123-456-7890	JD@agency.org

DELETE EDIT ADD +

Agencies Contacted

What agency was notified? Service Coordination Entity (SCE)

If other, please specify:

Date/Time of Contact: 01/21/2025 3:28 PM

Person Contacted (First Name): Jane

Person Contacted (Last Name): Smith

Phone Number: 123-456-7890

Email Address: JD@agency.org

UNDO CHANGES SAVE



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- Enter the first name of the SC in the Person Contacted (First Name) field.
- Enter SC's last name in the Person Contacted (Last Name) Field.
- Enter the contact phone number.
- The email address field is not mandatory; however, **it should be completed when notification to the SC was made via email.**
- Click the SAVE button when all information has been entered.

Providers who are experiencing difficulty meeting the Critical Incident Management Bulletin requirements may email concerns via the resource account RA-OLTL_EIImplement@pa.gov. Additionally, questions related to critical incidents may be emailed to the Critical Incident Management team member identified in any case-specific communication.

Thank you for your continued partnership in serving PA's CHC Participants.

PA Health & Wellness