



**BlueCross BlueShield
of Texas**

Reporting Critical Incidents

Reminder

BCBSTX Medicaid Providers are responsible for reporting critical incidents to the health plan and applicable state agency (Department of Family Protective Services (DFPS)) within 24 hours of identification. In addition, you should report all deaths to BCBSTX Healthcare Management team at 1-877-301-4394 (STAR Kids) or 1-888-657-6061 (STAR/CHIP) for reporting to Texas Health and Human Services (HHSC).

What is a Critical Incident?

A **critical incident** is an event that may harm, or create the potential for harm to, an individual. Critical incidents include but are not limited to the following:

- Abuse, Neglect, or Exploitation (ANE);
- The unauthorized use of restraint, seclusion, or restrictive interventions;
- Serious injuries that require medical intervention or result in hospitalization;
- Criminal victimization;
- Unexplained death;
- Medication errors; and other incidents or events that involve harm or risk of harm to a Member

Report Abuse to DFPS:


- Website: https://www.dfps.state.tx.us/contact_us/report_abuse.asp
- By phone for urgent matters: 1-800-252-5400
- Online for non-urgent situations: <https://www.txabusehotline.org/Login/Default.aspx>

Training for recognizing ANE in children and adults is available on the DFPS website:

- https://www.dfps.state.tx.us/Child_Protection/Child_Safety/recognize_abuse.asp
- https://www.dfps.state.tx.us/Training/APS_Reporting/default.asp

Have questions?

Contact the STAR Kids Healthcare Management: 1-877-301-4394
or STAR/CHIP Healthcare Management: 1-888-657-6061.

 By clicking this link, you will go to a new website/app ("site"). This new site may be offered by a vendor or an independent third party. The site may also contain non-Medicare related information. In addition, some sites may require you to agree to their terms of use and privacy policy.

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