

REQUEST FOR CLARIFICATION/INTERPRETATION

TO:	Name and Title: Jannis Conselya	FROM:	Name and Title: Randy Kenyon CM Director
	Organizational Unit:		Organizational Unit:
	Address:		Address: 945 4th Avenue East Kalispell, MT 59901

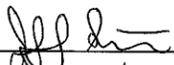
1. TYPE OF REQUEST: Follow-up to Verbal Request Written Request

2. STATEMENT OF QUESTION OR ISSUE:

If a Case manager observes or discovers an incident regarding a case management only consumer, what is the Incident Management reporting protocol?

3. ANSWER: Case Management is a service and therefore when an incident is observed or discovered by the Case Manager an incident report must be written, entered into the individual's file and a copy sent to the Regional Office for review by a Quality Improvement Specialist who will determine if further investigation is needed. This review and decision will be documented on the Incident Management Triage Form.

Approved and Issued by:

 (Program Director)
Date: 6/21/13

STATE USE ONLY	4: DISTRIBUTION:	5: FOLLOW-UP:
	One Copy: Requestor One Copy: Manual Coordinator One Copy: Division Files Additional Copies: 9	9 To be issued as Bulletin to: _____ (Division Administrator) Manual. Expected Date of Issuance: 9 A.R.M. Change 9 State Plan Change