

REQUEST FOR CLARIFICATION/INTERPRETATION

TO:	Name and Title: Jannis Conselyea	FROM:	Name and Title: Debbie Heerd, Director of CM
	Organizational Unit: Program Support Bureau Chief		Organizational Unit: H.I. Case Management
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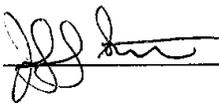
1. TYPE OF REQUEST: **9** Follow-up to Verbal Request - Date of Verbal Request: _____ **9** Written Request 5/1/13

2. STATEMENT OF QUESTION OR ISSUE: With the new Incident Management Policy case managers are required to write GER's that they become aware of but did not witness. When a provider does not witness an incident they can write a GER but it is considered an internal. Should case management treat incidents they do not witness in the same way? Or should a case manager write the GER and follow the reporting guidelines as noted in the policy?

References:

3. ANSWER: A Case Manager should write the General Event Report (GER) following the incident reporting guidelines referenced in the Incident Management Procedural Manual.

References:

Approved and Issued by:  (Program Director)
Date: 6-10-13

STATE USE ONLY	4: DISTRIBUTION: One Copy: _____ One Copy: _____ One Copy: _____ Additional Copies: 9 _____ <div style="text-align: right; margin-top: 10px;">Requestor Manual Coordinator Division Files</div>	5: FOLLOW-UP: 9 To be issued as Bulletin to: _____ <div style="text-align: right; margin-left: 100px;">(Division Administrator)</div> Manual. Expected Date of Issuance: _____ 9 A.R.M. Change 9 State Plan Change
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