

Risk Management



MMM Medicare and Much More complies with incident reporting as defined in the Florida Administrative Code (F.A.C.59A12.012(4)) and requires provider assistance in obtaining the information to be reported.

The state defines the type of incidents that must be reported as, “an event over which health-care personnel could exercise control,” and:

- Is associated in whole or in part with medical intervention rather than the condition for which such intervention occurred, and
- Is not consistent with or expected to be a consequence of such medical intervention; or
- Occurs as a result of medical intervention to which the patient has not given his informed consent; or
- Occurs as the result of any other action or lack thereof on the part of the facility or personnel of the facility; or
- Results in a surgical procedure being performed on the wrong patient; or
- Results in a surgical procedure unrelated to the patient’s diagnosis or medical needs being performed on any patient including the surgical repair of injuries or damage resulting from the planned surgical procedure, wrong site or wrong procedure surgeries and procedures to remove foreign objects remaining from surgical procedures; and causes injury to the patient.

Please report such incidents to the provider contact and request an incident report be submitted to the **Risk Manager**.

Adverse and Critical Incident Reports:

- Adverse Incidents are unexpected occurrences in connection with services that led to or could have led to serious unintended or unexpected harm, loss or damage, such as death or serious injury, to an individual receiving service through MMM Medicare and Much More Health plan or any third party that becomes known to the plan's staff. *Adverse and Critical incidents must be reported by both providers and vendors.*

- A **Critical Incident** as defined by the Agency for Health Care Administration (AHCA): "Critical events that negatively impact the health, safety, or welfare of members. Critical incidents may include events involving abuse, neglect, exploitation, major illness or injury, involvement with law enforcement, elopement/missing, or major medication incidents." This may result in, but is not limited to, the following:
 - Death
 - Abuse/neglect/exploitation
 - Major medication incident
 - Altercation requiring medical intervention
 - Involvement with law enforcement
 - Member elopement/missing
 - Member major injury
 - Member Major Illness

Adverse and Critical Incident Reports:

According to the **Adverse Incident** Reporting Guide distributed by AHCA, the term "adverse incident" means an event over which health-care personnel could exercise control, and which is associated in whole or in part with medical intervention, rather than the condition for which such intervention occurred, and results in one of the following injuries:

- Death
- The performance of a surgical procedure on the wrong patient
- The performance of the wrong surgical procedure
- The performance of the wrong-site surgical procedure
- The performance of a surgical procedure that's medically unnecessary or other wise unrelated to the patient diagnosis
- The surgical repair of damage resulting to a patient from a planned surgical procedure, where the damage was not recognized specific risk, as disclosed to the patient and documented through the informed-consent process
- The performance of procedures to remove unplanned foreign objects remaining from a surgical procedure

How to Report an Incident:

If either an Adverse or Critical incident is identified, the providers may report the incident as follows:

- Download and complete the MMM Medicare and Much More Adverse Incident Report form from our website at; **mmm-fl.innovamd.com** and fax to: **(833) 523-2631**.

- Contact MMM Medicare and Much More to report the incident. Be prepared to provide the same level of detailed information that is requested on the form. Such as:
 - **Identification Information**
 - Member Demographic Information
 - Details of where, when and nature of the incident
 - **Name and contact information of any persons present at the time of the incident**
 - A succinct and accurate description of the occurrence
 - Physician Information if known, and whether he/she has been notified
 - **Your name, role, and full contact information of the person and whether you've contacted the Agency.**

Please note: The critical incident reports fax is unattended on weekends and holidays. Providers must follow-up by emailing the critical incident email for incidents that occur on weekends and holidays. Adverse/critical incident reports must be completed in their entirety and faxed to (833) 523-2631. For any incidents that occur on the weekends (after 5 p.m. Friday), and on holidays, providers must also report the incident immediately via the Provider Call Center's fax number at (833)-523-2631.