

Contents

HCBS-AMH Frequently-Asked Questions.....	1
HCBS-AMH Critical Incident Reporting	1
What is a Critical Incident?.....	1
How are Critical Incidents reported?.....	1
Is there a time frame for reporting a critical incident?	2
What is the time frame for reporting ANE incidents?.....	2
What is the process for reporting misuse of social security benefits or food stamps?	2

HCBS-AMH Frequently-Asked Questions

HCBS-AMH Critical Incident Reporting

What is a Critical Incident?

The critical incident is an incident that results in substantial disruption of program operation involving, or potentially affecting, persons enrolled in HCBS-AMH participation in the program. Critical incidents may include, but are not limited to: abuse, neglect, or exploitation of an HCBS-AMH participant (See Abuse, Neglect, and Exploitation (ANE) [HCBS-AMH Provider Manual](#)); medical or psychiatric emergency and/or hospitalization; medication errors; incarceration; restraint; discharge; death; and departure or eviction of participant from primary residence.

How are Critical Incidents reported?

A prescribed form is used by HCBS-AMH PA and HCBS-AMH RME to notify all critical incidents involving HCBS-AMH participants. The [Critical Incident Reports \(CIR\)](#) are submitted to HHSC at: HCBS-AMH.CIR@hpsc.state.tx.us using the subject line "Critical Incident Reporting Form." The Critical Incident Report Form is available on the [HCBS-AMH Program Provider Portal website](#).

The HCBS-AMH PA and HCBS-AMH RME are responsible for providing training on reporting critical incidents to their direct service staff.

Is there a time frame for reporting a critical incident?

The RM or HCBS-AMH Provider Agency must complete and submit a critical incident report within 72 hours of notification of an incident to HHSC (See [HCBS-AMH Provider Manual](#), Critical Incidents Reporting for additional ANE reporting requirements.)

What is the time frame for reporting ANE incidents?

If you suspect a participant has been abused, neglected, or exploited by a service provider or a volunteer, call the Department of Family and Protective Services (DFPS) Statewide Intake at 800-252-5400 or make a report online through their secure [Texas Abuse Hotline Website](#).

The timeframe for registering ANE complaint with DFPS is within one hour of incident or learning the incident. The PA and/or RME will also report ANE incidents to HCBS-AMH within 72 hours via critical incident form.

What is the process for reporting misuse of social security benefits or food stamps?

- Suspected misuse of Social Security benefits like Supplemental Security Income by a representative payee or by an HCBS-AMH service provider are to be registered with Office of Inspector General (OIG), Social Security Administration via telephone: 1-800-269-0271 or Online: [OIG Fraud Hotline](#).
- Complaints related to provider extorting money from participants receiving HCBS services or misuse of food stamps will be reported by calling the OIG, Texas Health and Human Services Toll-free Line at 1-800-436-6184 or submitting a referral online: [Report Fraud, Waste or Abuse](#). It is also important to register exploitation complaint with DFPS and HCBS-AMH.