



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing
Office for Citizens with Developmental Disabilities
Office of Aging and Adult Services

MEMORANDUM

OAAS-P-19-015
OCDD-P-19-017

TO: Home and Community-Based Services (HCBS) Direct Service Providers

FROM: Tara A. LeBlanc, OAAS Assistant Secretary
Julie Foster Hagan, OCDD Assistant Secretary
Jennifer Katzman, Medicaid Deputy Director

Handwritten signatures of Tara A. LeBlanc, Julie Foster Hagan, and Jennifer Katzman. The signature of Tara A. LeBlanc is the largest and most prominent.

DATE: October 15, 2019

SUBJECT: Critical Incident Reporting –Provider Compliance

In July 2019, the Louisiana Department of Health (LDH) completed implementation of its new critical incident reporting system, Statewide Incident Management System (SIMS). **Now that SIMS is live, it MUST be used for ALL critical incident reporting. You, as the Direct Service Providers (DSPs), MUST directly enter ALL critical incident reports online through SIMS.** This system allows providers the ability to share important information that is critical to the health, safety and well-being of waiver participants.

All other requirements for critical incident reporting remain unchanged. The Direct Service Workers (DSWs) that are employed by you, will continue to complete the paper HCBS Critical Incident Report (CIR) form (OAAS-PF-10-014 or OCDD-PF-19-001). The DSW will then submit the paper CIR form to your office's SIMS user(s) for entry into SIMS.

Failure to obtain access to SIMS and/or failure to report incidents as mandated may result in actions against your HCBS license.

Please contact SIMSWaiver@la.gov for technical assistance, system support, and account enrollment assistance.

Information regarding SIMS user account enrollment and SIMS training can be found at the following links:

OCDD: <http://ldh.la.gov/index.cfm/page/137>

OAAS: <http://ldh.la.gov/index.cfm/subhome/12>

- c:
 - OAAS State Office
 - OCDD State Office
 - OAAS/OCDD Direct Service Provider Agencies
 - OAAS/OCDD Support Coordinator Agencies
 - OAAS Regional Offices
 - OCDD Local Governing Entities
 - Health Standards Section State Office