



Critical Incidents and Accidents Reporting Policy	
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Authorized Approval	Leah Begnaud, Chief Operating Officer
Approving Signature	

[VG1]

Policy

It is MediTrans’ policy that NEMT Providers must notify MediTrans within two hours of any motor vehicle accident resulting in driver/passenger injury or fatality, or critical incidents involving abuse or alleged abuse by the driver that occurs while providing NEMT services. MediTrans may also receive this information from healthcare providers or health plan enrollees. [VG2][EH3] Once MediTrans is notified of an accident or critical incident, it is our responsibility to notify the health plan within 72 hours via phone or email [VG4][EH5]. If received by phone, MediTrans will fill out the form to send in. Written report of all incidents when a Medicaid enrollee dies or is injured while in the provider’s care, regardless of the cause. MediTrans will first make an initial report and will not necessarily need to validate each statement [VG6][LB7] before sending the notification to the health plan. Supplemental findings will be sent over to the plan as more information becomes available.

Copy of the LA Uniform Motor vehicle Accident Report must be provided to the MCO within 15 business days of the MVA.

Procedure

MediTrans’ entire enrollee, healthcare provider, and transportation provider-facing staff is trained on how to escalate reports of motor vehicle accidents or critical incidents quickly and effectively. “Critical Incidents” are any actual or alleged event or situation that creates a significant risk of substantial or serious harm to the physical or mental health, safety, or well-being of an enrollee. Some examples of critical incidents include but are not limited to:

- 1. Abuse**
- 2. Neglect**
- 3. Exploitation**
- 4. Sexual Assault**
- 5. Substance Abuse**
- 6. Rights Violations**