



Santa Clara
Family Health Plan
The Spirit of Care

To: Providers
From: Jennifer Clements, Director, Provider Network Management
Date: July 24, 2017
Subject: **MLTSS Providers -- Critical Incident Reporting**

Dear Providers:

Beginning immediately, Santa Clara Family Health Plan (SCFHP) requests regular submission of SCFHP Member Critical Incidents to SCFHP's MLTSS Department. This information is essential for us to better assist members' care and to continue to provide ongoing support to our providers when a critical intentional abuse, issue or event occurs.

Critical Incidents refer to 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 a member. The behaviors are not limited to staff – can be family, caretakers, or other residents.

Within **24 hours of an incident**, please fax report to "MLTSS/QI" at (408) 874-1985. Please ensure you fax a Member Critical Incident report to SCFHP no later than you report the incident to the Ombudsman.

If you have any questions, contact Irene Walsh at (408) 874-1730.