

Update to Magellan Incident Reporting Instructions

As part of Magellan Behavioral Health of Pennsylvania's incident management process, the designation of an incident as a "Sentinel Event" has been added.

This designation will allow for clearer communication between the provider and Magellan so that we can provide timely responses to situations of imminent patient safety and concern.

Magellan's definition of a Sentinel Event is consistent with The Joint Commission's 2015 Sentinel Event Policy and Procedures for Behavioral Health Care accredited facilities (see page 2).

Appendix A to the *Pennsylvania HealthChoices Supplement to the Magellan National Provider Handbook* offers an updated Incident Reporting Form, Provider Instructions and Definitions. Please note that the form is now located at the beginning of the document for convenience and rapid access.

We request that providers begin using the new form effective immediately, and call Magellan's Quality Improvement Department at 1-877-769-9779 if an incident is identified as a Sentinel Event.

For questions, please contact Randi Rosenthal at RKRosenthal@MagellanHealth.com or 215-504-3926.