

To: Keystone First Community HealthChoices (CHC) Home- and Community-Based Services (HCBS) Providers  
Date: December 20, 2022  
Subject: Reminder: Documenting a Critical Incident Related to a Death

Home and Community Based Service (“HCBS”) Providers must follow the Pennsylvania Department of Human Services (“DHS”) Office of Long-Term Living (“OLTL”) guidelines outlined below when documenting an incident related to a death:

- **Death** (other than by natural causes) – a death that is suspicious or of unexplained causes is a critical incident. A death due to natural causes is not a reportable critical incident.
1. Make sure the reportable criteria listed above is met before initiating the incident in the Enterprise Incident Management (“EIM”) system.
  2. If the death was due to natural causes, it should not be entered.
  3. If a death was entered by a Provider and a hospitalization and/or emergency room (“ER”) visit did not occur and the cause was natural or expected, a request for a deletion of the critical incident should be submitted immediately to the Keystone First CHC critical incident mailbox at: [kfchccriticalincident@keystonefirstchc.com](mailto:kfchccriticalincident@keystonefirstchc.com).
  4. When death is the primary category, Providers must select the most appropriate option that applies to the secondary category – including accidental, neglect, physical abuse, provider associated/paid caregiver, reportable disease, sepsis/untreated wounds, serious injury, sexual abuse, suicide, or suspicious.

For further clarification, below please find the directive issued by DHS/OLTL on October 21, 2022, regarding classification of suspicious vs. unexplained deaths and entries in EIM:

- **“Suspicious”** should be chosen when the cause of death is unknown or unexpected.
- **“Unexplained”** should only be used once it has been confirmed by the Coroner that a cause of death could not be determined. This option should never be chosen in the first section and only in the final section where the cause of death has been confirmed by the Coroner as unexplained.

If you have any questions, please contact your Provider Account Executive.