

Your Health and Safety Are Important to Us

What Are Critical Incidents

Our members' health, safety, and well-being are very important to us at AmeriHealth Caritas VIP Care Plus (Medicare-Medicaid Plan). That's why we want to know about any issues that could cause risk or harm to a member. We call these issues critical incidents. Any critical incident involving or affecting one of our members should be reported to AmeriHealth Caritas VIP Care Plus right away.

Types of critical incidents

- **Physical abuse** — Causing physical pain or injury on purpose, or keeping a member from getting services they need to stay physically safe.
- **Psychological abuse** — Causing emotional harm, feelings of fear or humiliation, or doing things to harm the mental health or safety of a member.
- **Sexual abuse** — Actions or attempted actions such as rape, incest, sexual molestation, sexual exploitation or sexual harassment, and/or inappropriate or unwanted touching.
- **Death** — When it does not happen naturally or as the result of a chronic condition.
- **Neglect** — When a caregiver fails to, or forgets to, give the care, goods, or services a member needs to protect their health or safety.
- **Illegal activity in the home** — Actions that can make the living space dangerous to be in and put the member at risk of harm.
- **Medication error** — Action that results in the member being prescribed or taking the wrong medicine or the wrong dosage, or causes the member to miss a dose of medicine.
- **Exploitation** — Making a member do an action that is improper, against the law, or against the reasonable wishes of the member.
- **Provider no-show** — When a health care provider does not provide care when the member can't walk or there is a critical need for a service to be provided.
- **Theft** — Taking a member's belongings without the member's permission.
- **Worker using drugs or alcohol** — When a provider or other person caring for a member uses drugs or alcohol while delivering care or services to a member.

How to report a critical incident

Please report any critical incident involving or affecting an AmeriHealth Caritas VIP Care Plus member by calling Member Services at **1-888-667-0318 (TTY 711)**, seven days a week, from 8 a.m. to 8 p.m.



AmeriHealth Caritas VIP Care Plus is a health plan that contracts with both Medicare and Michigan Medicaid to provide benefits of both programs to enrollees.

You can also get this document for free in other formats, such as large print, braille, or audio. Call **1-888-667-0318 (TTY 711)**, 8 a.m. – 8 p.m., seven days a week. The call is free.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-888-667-0318 (TTY 711)** de 8 a.m. a 8 p.m., los siete días de la semana. La llamada es gratuita.

تنويه: إذا كنت تتحدث العربية، تتوفر خدمات المساعدة اللغوية لك مجانًا. يُرجى الاتصال بالرقم **1-888-667-0318 (TTY 711)**، من 8 صباحًا إلى 8 مساءً، سبعة أيام في الأسبوع. المكالمات مجانية.