

SERIOUS REPORTABLE EVENTS & PROVIDER PREVENTABLE CONDITIONS

Policy

AllWays Health Partners systematically monitors and evaluates patient safety concerns related to our members. AllWays Health Partners reviews, investigates and responds to quality of care concerns and to mandated reportable quality events. This policy is organized based upon the two generalized types of quality of care reviews. The first is a quality of care concern and the second is any mandated reportable quality event which includes any Provider Preventable Condition (PPC) or Serious Reportable Event (SRE) This policy applies to all locations where an event may occur.

Policy Definition

An event that occurs on the premises of a provider's site that results in an adverse patient outcome; is clearly identifiable and measurable; usually or reasonably preventable; and is of a nature such that the risk of occurrence is significantly influenced by the policies and procedures of the provider or facility is known as a **Serious Reportable Event (SRE)**. An SRE is an event that is designated as such by the Department of Public Health (DPH) and identified by EOHHS (Executive Office of Health and Human Services). AllWays Health Partners utilizes the National Qualify Forum's (NQF) definition of SREs.

Provider Preventable Condition (PPC) is an umbrella term for conditions that meet the definition of a "health care-acquired condition" or an "other provider preventable condition" as defined by the Centers for Medicare & Medicaid Services (CMS) in federal regulations at 42 CFR.447.26(b).

- **Hospital Care Acquired Conditions (HCAC):** The Deficit Reduction Act of 2005 requires facilities to identify conditions that are:
 - High cost or high volume or both
 - Result in the assignment of a case to a DRG that has a higher payment when present as a secondary diagnosis, and
 - Could reasonably have been prevented through the application of evidence-based guidelines.
- **Other Provider Preventable Conditions (OPPC):** Conditions that meet the requirements of an "other provider preventable condition" pursuant to 42 CFR.447.26 (b).
- **National Coverage Determinations (NCD):** Mandatory OPPCs under 42 CFR.447.26(b) and mean the following conditions that occur in any health care setting:
 - Wrong surgical or other invasive procedure performed on a patient
 - Surgical or other invasive procedure performed on the wrong body part
 - Surgical or other invasive procedure performed on the wrong patient

Reimbursement

Providers are reimbursed according to the plan's network provider reimbursement or contracted rates. Claims are subject to payment edits that are updated at regular intervals.

Covered services are defined by the member's benefit plan. The manner in which covered services are reimbursed are determined by the AllWays Health Partners Payment Policy and by the provider's agreement with AllWays Health Partners. Member liability amounts may include, but are not limited to, copayments, deductible, and/or co-insurance, and will be applied dependent upon the member's benefit plan.

Various services and procedures require referral and/or authorization. Referral and authorization requirements can be located [here](#).

Please reference procedure codes from the current CPT, HCPCS Level II, and ICD-10-CM manuals, as recommended by the American Medical Association (AMA), the Centers for Medicare & Medicaid Services (CMS), and the American Hospital Association. CMS and the AMA revise HIPAA medical codes on a pre-determined basis, including changes to CPT, HCPCS, and ICD-10 codes and definitions.

Please refer to the CMS or CPT guidelines for requisite modifier usage when reporting services. The absence or presence of a modifier may result in differential claim payment or denial.

AllWays Health Partners reviews claims to determine eligibility for payment. Services considered incidental, mutually exclusive, integral to the primary service rendered, or part of a global allowance, are not eligible for separate reimbursement. Please refer to [Coding Provider Payment Guidelines](#) for more information.

All claims are subject to audit services and medical records may be requested from the provider.

AllWays Health Partners Reimburses

AllWays Health Partners reimburses eligible providers who accept transferred patients for post-event care at another institution or under the care of another physician. Providers are strictly prohibited to collect and/or bill AllWays Health Partners members for copayments, coinsurance, deductible charges, if any, including attempts to balance bill AllWays Health Partners members for events and/or post-event related services, which are designated as ineligible for payment.

AllWays Health Partners Does Not Reimburse

In accordance with Federal and State regulations, AllWays Health Partners does not reimburse services associated with SREs or PPCs. When payment has been made for services associated with an SRE or PPC, AllWays Health Partners is entitled to retract reimbursement previously made to the Provider. AllWays Health Partners reserves the right to apply regulations and guidelines promulgated by CMS that relate to SREs to support AllWays Health Partners actions in the application of state specific determinations.

Provider Payment Guidelines and Documentation

Please reference the [Transmittal Letter ALL-214: Billing Instruction for Provider Preventable Conditions](#) for billing guidelines as well as appropriate diagnosis coding relating to all Serious Reportable Events and Provider Preventable Conditions.

Please see the table below referencing conditions and/or events that would fall under the four following categories:

- Hospital Care Acquired Conditions (HCAC)
- Other Provider Preventable Conditions (OPPC)
- National Coverage Determinations (NCD)
- Serious Reportable Events (SRE)

CONDITION OR EVENT	PPC HCAC	PPC OPP C	PPC NCD	SRE
SURGICAL EVENTS				
Surgery or other invasive procedure performed on the wrong site			✓	✓
Surgery or other invasive procedure performed on the wrong patient			✓	✓
Wrong surgery or other invasive procedure performed on the patient			✓	✓
Intraoperative or immediate postoperative death of an otherwise health patient (ASA class 1)		✓		✓
Surgery or other invasive procedure performed on the wrong body part			✓	✓
Unintended retention of a foreign object after surgery	✓			✓
Surgical Site Infection Following: <ul style="list-style-type: none"> - Cardiac Implantable Electronic Device - Coronary Artery Bypass Graft (CABG) (includes mediastinitis) - Certain Orthopedic Procedures <ul style="list-style-type: none"> - Spine - Neck - Shoulder - Elbow - Bariatric Surgery for Obesity <ul style="list-style-type: none"> - Laparoscopic Gastric Bypass - Gastroenterostomy - Laparoscopic Gastric Restrictive Surgery 	✓			
PRODUCT OR DEVICE EVENTS				
Patient death or serious injury associated with the use of contaminated drugs, devices, or biologics provided by the healthcare setting		✓		✓

Patient death or serious injury associated with the use or function or a device in patient care, in which the device is used or functions other than as intended		✓		✓
Patient death or serious injury associated with intravascular air embolism that occurs while being cared for in a healthcare setting	✓			✓
PATIENT PROTECTION EVENTS				
Patient suicide or attempted suicide while being cared for in a health care facility				
Discharge or release of a patient/resident of any age, who is unable to make decisions, to other than an authorized person				✓
Patient death or serious injury associated with patient elopement (disappearance)		✓		✓
Patient suicide, attempted suicide, or self-harm that results in serious injury, while being cared for in a healthcare setting		✓		✓

CONDITION OR EVENT	PPC HCAC	PPC OPP C	PPC NCD	SRE
CARE MANAGEMENT EVENTS				
Deep Vein Thrombosis/Pulmonary Embolism Following Certain Orthopedic Procedures: <ul style="list-style-type: none"> - Total Knee Replacement - Hip Replacement <i>Note: This HCAC category does not apply to pediatric (under 21 years of age) or obstetric patients.</i>	✓			
Iatrogenic Pneumothorax with Venous Catheterization	✓			
Patient death or serious injury associated with unsafe administration of blood products	✓			✓
Stage III, IV and Unstageable Pressure Ulcers	✓	✓		✓
Manifestations of Poor Glycemic Control <ul style="list-style-type: none"> - Diabetic Ketoacidosis - Nonketonic Hyperosmolar Coma - Hypoglycemic Coma - Secondary Diabetes with Ketoacidosis - Secondary Diabetes with Hyperosmolarity 	✓			
Vascular Catheter-Associated Infection	✓			
Catheter-Associated Urinary Tract Infection (UTI)	✓			
Patient death or serious injury associated with a medication error (i.e. errors involving the wrong drug, dosage, patient, time, rate, preparation, or route of administration)		✓		✓

Maternal death or serious injury associated with labor or delivery in a low-risk pregnancy while being cared for in a health care facility		✓		✓
Death or serious injury or a neonate associated with labor and delivery in a low-risk delivery		✓		✓
Patient death or serious injury resulting from the irretrievable loss of an irreplaceable biological specimen		✓		✓
Patient death or serious injury resulting from failure to follow up or communicate laboratory, pathology, or radiology test results		✓		✓
Patient death or serious injury associated with a fall while being cared for in a healthcare setting	✓			✓
Artificial insemination with the wrong donor sperm or wrong egg				✓
ENVIRONMENTAL EVENTS				
Patient or staff death or serious injury associated with an electric shock in the course of a patient care process in a healthcare setting				✓
Any incident in which systems designated for oxygen or other gas to be delivered to a patient contains no gas, the wrong gas, or are contaminated by toxic substances				✓
Patient or staff death or serious injury associated with a burn incurred from any source in the course of a patient care process in a healthcare setting		✓		✓
Patient death or serious injury associated with the use of physical restraints or bedrails while being cared for in a healthcare setting		✓		✓

CONDITION OR EVENT	PPC HCAC	PPC OPP C	PPC NCD	SRE
RADIOLOGIC EVENTS				
Death or serious injury of a patient or staff associated with the introduction of a metallic object into the MRI area		✓		✓
POTENTIALLY CRIMINAL EVENTS				
Any instance of care ordered by or provided by someone impersonating a physician, nurse, pharmacist, or other licensed healthcare provider				✓
Abduction of a patient/resident of any age				
Sexual abuse/assault on a patient or staff member within or on the grounds of a healthcare setting				✓
Death or serious injury of a patient or staff member resulting from a physical assault (i.e. battery) that occurs within or on the grounds of a healthcare setting		✓		✓

References

[MassHealth Transmittal ALL-214: Billing Instructions for Provider Preventable Conditions](#)

[Healthcare Acquired Conditions ICD-10 Code List \(CMS\)](#)

Publication History

Topic: Serious Reportable Events	Owner: Network Management
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<i>July 26, 2009</i>	<i>Original documentation</i>
<i>January 2, 2011</i>	<i>Reviewed, disclaimer updated</i>
<i>July 1, 2012</i>	<i>Inclusion of Medicaid Provider Preventable Conditions – update to hyperlinks</i>
<i>March 1, 2016</i>	<i>Document restructure; include reference links to billing/coding instruction</i>
<i>January 1, 2019</i>	<i>Document restructure; codes, code descriptor and references updated</i>

This document is designed for informational purposes only. Claims payment is subject to member eligibility and benefits on the date of service, coordination of benefits, referral/authorization/notification and utilization management guidelines when applicable, adherence to plan policies and procedures, claims editing logic, and provider contractual agreement. In the event of a conflict between this payment guideline and the provider’s agreement, the terms and conditions of the provider’s agreement shall prevail. Payment policies are intended to assist providers in obtaining AllWays Health Partners’ payment information. Payment policy determines the rationale by which a submitted claim for service is processed and paid. Payment policy formulation takes into consideration a variety of factors including: the terms of the participating providers’ contract(s); scope of benefits included in a given member’s benefit plan; clinical rationale, industry-standard procedure code edits, and industry-standard coding conventions.

AllWays Health Partners includes AllWays Health Partners, Inc. and AllWays Health Partners Insurance Company.