



Provider Alert

Alert #181

Date: March 19, 2020

ADVERSE INCIDENTS AND QUALITY OF CARE RECORD REQUESTS DURING STATE OF EMERGENCY

The following information should be noted immediately by your chief executive officer, chief medical officer, chief operating officer, program director, quality management director, compliance officer, billing director, and staff.

Currently, providers send records related to adverse incidents and potential quality of care concerns to MBHP via UPS and Federal Express. However, due to the governor's state of emergency regarding COVID 19, as an interim measure, MBHP is instating a new process for these records.

Effective immediately, records related to MBHP adverse incidents or potential quality of care investigations are to be sent in one of the following ways:

MBHP fax: (877) 335-5452 or

Via secure email to: Ombuds@beaconhealthoptions.com

This process will remain in place for the duration of the governor's state of emergency. Upon conclusion, the standard process of sending records related to adverse incidents and quality of care concerns will be restored.

If you have questions regarding this *Alert*, please contact our Community Relations Department at **1-800-495-0086 (press 1 for the English menu or 2 for the Spanish menu, then 3 then 1 to skip prompts)**, Monday through Thursday, 8 a.m. to 5 p.m., and on Fridays from 9:30 a.m. to 5 p.m.