



Mississippi Department of Mental Health
Provider Bulletin
Number IO0162

Subject: Revision to Part I, Section R of the 2024 Support Coordination Manual

Issue Date: 02/26/2025

Effective Date: 03/01/2025

Scope

All ID/DD Waiver Support Coordination Providers

Purpose

Effective August 1, 2024, the Office of Utilization Review became the Division of Utilization Review and Risk Management. This division assumed oversight of identifying, assessing, and analyzing healthcare practices and risk factors to avoid potential harm to individuals served. The Division coordinates with the Office of Consumer Supports to investigate allegations that could result in abuse, neglect, and exploitation and/or other allegations rising to the need for a Risk Management Investigation.

Subject

Due to the changes within the Division of Risk Management and Office of Consumer Supports, Part I, Section R of the Support Coordination Manual has been revised to provide guidance to Support Coordinators on how and where to report serious incidents vs. complaints and grievances. Please see the revisions to Section R of the Support Coordination Manual on the next page of this bulletin.

Changes to the original document have been highlighted in red.

If you have questions, contact Jamie Odom, Director of the ID/DD Waiver at (601)359-5797 or email jamie.odom@dmh.ms.gov.

R. Reporting Serious Incidents/**Complaints**

Serious Incidents:

1. Providers are required to report incidents in the system designated by DMH (Therap) as indicated in Chapter 15 of the DMH Operational Standards (Rule 15.2.A). Serious Incidents are those of a serious nature that may result or have resulted in injury, death, or legal intervention. Examples include but are not limited to abuse, neglect, suicide attempt, death, elopement, emergency hospitalization or treatment (Rule 15.1.A). Providers are also required to report any Serious Incident to the person's Support Coordinator (Rule 15.2.D).
2. If a Serious Incident occurred in the presence of the SC, the Support Coordinator must report the incident to **DMH Division of Risk Management**. Refer to Chapter 15 of the DMH Operational Standards for types of serious incidents and timeline for reporting. Some serious incidents must be reported within eight (8) hours of discovery (Rule 15.3) or notification and others within twenty-four (24) hours (Rule 15.4).
3. Since Support Coordinators must assure the health and safety of persons receiving ID/DD Waiver services and are mandatory reporters, SC are required to report all Serious Incidents to the **Division of Risk Management** (whether SC was witness to incident or not). (See Part II, Incident Reporting Form and Instructions)
4. **DMH Division of Risk Management** is located at 239 North Lamar Street, Suite 1101, Jackson, MS 39201. **The report should be emailed through secure email to co-riskmgmt@dmh.ms.gov and cc: the BIDD Program Specialist responsible for SIR's.** If additional information needs to be reported or if further assistance is needed, SC may contact the **Division of Risk Management at 601-359-6214 or Bureau of IDD, Waiver Division, at 601-359-6211.**
5. Suspicion of abuse, neglect, and/or exploitation must also be reported to:
 - a) Attorney General's Office/Medicaid Fraud Control
Unit: <https://portal.ago.ms.gov/public/?q=node/406>
 - b) Mississippi Department of Human Services (**APS/CPS**), 1-800-222-8000
6. Other information pertaining to Serious Incidents:
 - a) If provider or family informs SC of incident, report anyway (even though they should report as well). SC should inform the person/provider/family of the process and contact information for reporting a Serious Incident.
 - b) **Inform supervisor, Director of SC Agency, Program Specialist at BIDD responsible for SIR's.**
 - c) Ensure information is documented in Service Notes – attempt to contact provider for more insight to the issue/problem and any steps they may have already taken.

- d) Add to serious incident section of PSS
- e) Evaluate services needed, whether Waiver or Non-Waiver: for example, someone moving to Supervised Living or other residential program from home; a new provider or other additional service
- f) Follow-up – there should be documentation of outcome (whether everything is resolved/addressed, or change occurred)

Complaints/Grievances:

1. When complaints are made by a person receiving services, a family member, provider, etc., the Office of Consumer Support should be contacted.
2. Information needed when contacting the DMH Office of Consumer Support:
 - a) Date and time of Incident/Event
 - b) Name of Person receiving services
 - c) Name of Provider (agency and staff name)
 - d) Detailed account of incident/event/complaint
 - e) Names of people involved including witnesses, if applicable
3. The Office of Consumer Support may be reached at (601)359-6149 or 1-877-210-8513 (DMH Helpline), ocs@dmh.ms.gov .
4. Complaints/Events are not Serious Incidents and can be handled through the grievance process of the providing agency. The SC should remind the person/legal representative of the grievance process of the provider. The SC should encourage the person/family to talk with the provider to see if their concerns can be addressed. If the person feels the process is not working or they are not being heard, the SC can offer to set up a meeting to discuss the complaint with the provider and person. If the person/legal representative is still unsatisfied or is unwilling to meet, the SC should provide the person/legal representative contact information for the Office of Consumer Supports through the DMH Helpline phone number 1-877-210-8513 or email www.ocs.dmh.ms.gov to report a complaint. If the person is unable to report for themselves, the SC should assist by reporting the complaint to the DMH Office of Consumer Support.