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Developmental Disabilities Administration
Self-Directed Services Training Series
Module 14: Incidents and Investigations

Updated October 2024

Overview

- This training module will provide you with an overview Self-Directed Services incidents and investigations

- This training is a summary with important information on this topic

- More information and requirements are found in the Medicaid waiver program applications, laws, regulations, guidance and policies

- The most updated information regarding Self-Directed Services is published in the Self-Directed Services policy and manual that can be found on the DDA's website at https://health.maryland.gov/dda/Pages/sdforms.aspx
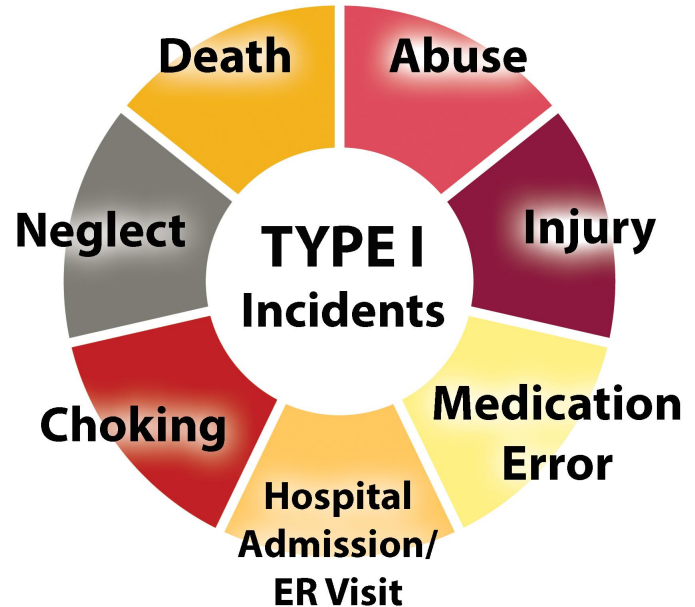
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Policy on Reportable Incidents and Investigations

- Policy under COMAR 10.22.02.01 that is required to ensure the health, safety, and welfare of participants receiving DDA-funded services

- Process to identify, report, investigate and resolve incidents

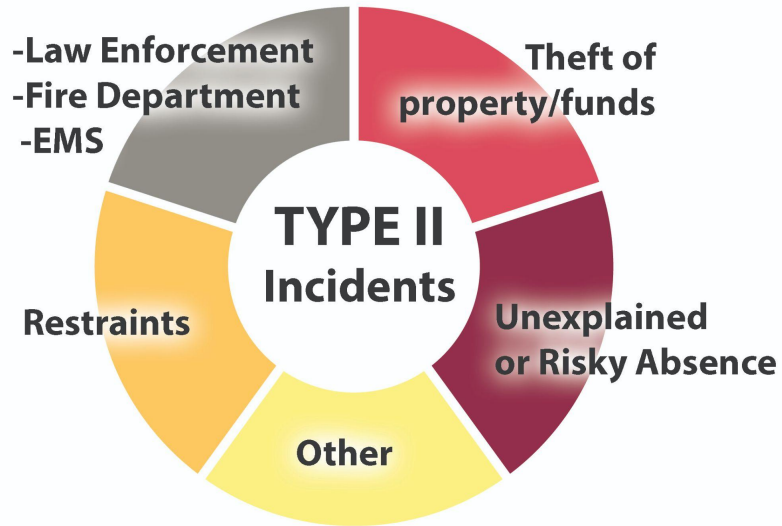- Applies to all participants who self-direct their services

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Types of Incidents (1 of 2)

Type I Incidents include:

- Abuse
- Neglect
- Death
- Hospital Admissions
- Injuries
- Medication Errors
- Choking

TYPE I Incidents: Death, Abuse, Injury, Medication Error, Hospital Admission/ER Visit, Choking, Neglect

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Types of Incidents (2 of 2)

- -Law Enforcement
- -Fire Department
- -EMS
- Theft of property/funds
- Unexplained or Risky Absence
- Other
- Restraints

TYPE II Incidents

Type II Incidents include:

- Incidents requiring law enforcement/ fire department/Emergency Medical Services
- Theft
- Unexpected or risky absence
- Restraints

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Medicaid Fraud (1 of 2)

- Intentionally providing false information to get Medicaid to pay for medical care or services
- Medicaid Fraud can include
  - Billing for unnecessary services or items
  - Billing for services or items not provided
  - Falsifying documentation, such as:
    - Timesheets
    - Invoices
    - Self-Directed Services Forms and Requests

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Medicaid Fraud (2 of 2)

- Participants, Coordinators of Community Services, Support Brokers, and other team members must report Medicaid Fraud as an Incident

- Financial Management and Counseling Services providers report Medicaid Fraud directly to the DDA using the Fraud, Waste, and Abuse form

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Reporting Incidents

- The Participant, Coordinator of Community Services, Support Broker, and all other team members are responsible to report **all** incidents:
  - Coordinator of Community Services: Reports incidents in the Provider Consumer Information System (PCIS2)
  - All other team members: Report incidents to the Coordinator of Community Services

- If the Coordinator of Community Services is involved in the incident or is not available to take the participant or team member's call, the incident must be reported to the DDA Regional Office directly

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Investigations

- The Maryland Department of Health investigates incidents

- Investigations could include:

  - Meeting with the participant and team members in the participant's home and other locations

  - Asking for documentation such as timesheets or medical information

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Resources

- Policy on Reportable Incidents and Investigations

- CMS Medicaid Fraud Flyer

- DDA Webinars:

  - Policy on Reportable Incidents and Investigations Overview

  - Policy on Reportable Incidents and Investigations - Webinar for Participants and Family Members

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Resources

- [Self-Directed Services Comprehensive Policy](#)
- [Self-Directed Services Manual](#)
- [Regional Office Contact Information](#)

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Summary

- The Participant, Coordinator of Community Services, Support Broker, and all other team members are responsible to report all incidents
- Coordinator of Community Services reports incidents in PCIS2
- Participants, Support Brokers, and other team members can report incidents by
  - Contacting the Coordinator of Community Services
  - Calling the Regional Office
- Incidents will be investigated; investigations may include visits to the participant's home

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