

PROVIDER ALERT

Reporting of Critical Incidents

June 7, 2024

Target Audience: Applied Behavior Analysis Providers

Applied Behavior Analysis (ABA) providers are required to report all sentinel and critical incidents involving participants to Optum Maryland as soon as the provider becomes aware of the incident. The following is an update to the process outlined on page 36 of the [Maryland Public Behavioral Health System Provider Manual](#), and is specific to ABA providers.

Effective immediately, ABA providers must use the [ABA Incident Report Form](#) (posted on the “[Provider Manual and Forms](#)” page of the “ABA Providers” section of the Optum Maryland website) to report sentinel and critical events to Optum.

Sentinel and critical incidents fall into the following categories:

- Exploitation
- Abuse/Neglect
- Accident/Injury
- Elopement (leaving a building/home/play area when supervision by staff is compromised)
- Seclusion
- Unplanned Hospitalization
- Death
- Medication error
- Physical Management (not outlined in a behavior intervention plan)

Providers must submit completed ABA Incident Report forms via **secure email** to ombhaba@optum.com or by fax to 844-882-9917. The Optum ABA Quality Improvement Program Coordinator will then contact the provider to gather additional details, as necessary, to ensure appropriate safety measures are in place.

Please note: This form does not replace mandated reporting for suspected abuse/neglect. Providers **must** report abuse/neglect both through the mandated reporting channel (1-800-971-7383) AND via the [Incident Report Form](#). As ABA Providers, all staff within your organization are mandated reporters and must report any suspected abuse/neglect to 1-800-971-7383 immediately upon becoming aware of the suspected abuse/neglect.

For any other ABA-specific questions please contact Optum Maryland at marylandproviderrelations@optum.com or ombhaba@optum.com.

Thank you,
Optum Maryland Team