

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

June 16, 2025

Updated flyer from the Health Care Authority (HCA): Reporting Dates in the Medical Assistance Division (MAD) Portal

HCA identified a misspelling in the "Key Critical Incident Reporting Dates" flyer that was distributed to our provider community on April 9, 2025. HCA has requested that the Managed Care Organizations redistribute the corrected flyer. Providers are encouraged to review the updated flyer and take note of the updated key information:

Home & Community-Based (HCBS), Personal Caring Service (PCS), Self-Directed Community Benefit (SDCB) services, and other agencies contracted with Molina Healthcare of New Mexico (Molina) are required to report any critical incidents (CI) involving their patients/clients as outlined by HCA. The HCA has prepared a flyer emphasizing the importance of recording the following dates:

- **Incident Date**
 - Date Member was transported to the emergency room
 - First date of services not received
 - Date of death
- **Date Agency 1st Knew**
 - Date agency staff and/or caregiver first knew (whichever comes first)
 - Caregiver is an extension of the agency
- **Date Reported**
 - Date report was entered into the MAD CI Portal
 - Must be within 24 business hours of incident knowledge

The attached flyer should be used and disseminated to your agency staff, caregivers, or anyone who would benefit from this information.

Helpful Resources

- Requests for HCA CI Portal: HSD-QB-CIR@hsd.nm.gov
- HCA CI Reporting System: [HSD Critical Incident Reporting: Login \(https://criticalincident.HSD.state.nm.us\)](https://criticalincident.HSD.state.nm.us)
- For general inquiries, please direct your emails to MHNM.ProviderServices@MolinaHealthcare.com

Key Critical Incident (CI) Reporting Dates

Medical Assistance Division (MAD) CI Portal

INCIDENT DATE

- Date member was transported to Emergency Room
- First date services not received
- Date of death

DATE AGENCY 1ST KNEW

- Date agency staff/caregiver first knew (whichever comes first)
- Caregiver is an extension of the agency

DATE REPORTED

- Date report was entered into the MAD CI Portal
- Must be within 24 business hours of incident knowledge

