

Provider Bulletin

Molina Healthcare of New Mexico, Inc.

April 9, 2025

Critical Incident Reporting: Reporting Dates in the Medical Assistance Division Portal

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 the New Mexico Health Care Authority (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 Medical Assistance Division 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, and the request will be routed to the appropriate individual. We appreciate your dedication to serving Molina Healthcare of New Mexico Members and the community.

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

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