

Key Decision Points To Help Identify Unreported Incidents of Abuse or Neglect

- 1. Identify Risk Areas**
 - a. Example: Identify a risk area such as individuals with developmental disabilities.
- 2. Determine Reporting Requirements for Risk Areas**
 - a. Example: SNFs and nursing facilities must ensure that all alleged violations involving mistreatment, neglect, or abuse, including injuries of unknown sources and misappropriation of resident property, are reported in accordance with State law through established procedures.
- 3. Determine Diagnosis Codes or Procedure Codes That Correspond to Risk Areas**
 - a. Example: Physical abuse is reportable; therefore, medical diagnosis code “Z0471, Encounter for examination and observation following alleged adult physical abuse” was included in our data analytic techniques.
- 4. Determine Data Available for Use During Data Analysis**
 - a. Example: We used the claims contained in the Alaska State Medicaid Management Information System for the group home review.
- 5. Identify Claims Using Analytic Techniques Data That Contains Identifying Markers Such as Specific Diagnosis Codes**
 - a. Example: We matched all Medicare beneficiaries receiving services at SNFs to all Medicare hospital ER claims containing specific diagnosis codes that were submitted during their SNF stays to identify those Medicare beneficiaries who received a hospital ER service while at a SNF.
- 6. Investigate, Audit, or Review Resulting Data**
 - a. Example: Obtain medical records or investigative records that describe the identified incident and determine if the incident was reported.
- 7. Address the Identified Problem**
 - a. Example: We recommended the State agency in Alaska perform analytical procedures, such as data matches, on Medicaid claims data to identify potential critical incidents that have not been reported and investigate as needed to protect the health, safety, and rights of program beneficiaries.

