

UPMC Health Plan

Serious Preventable Events – Identification and Review process

Effective Date: July 1, 2008

Hospital Provider Responsibilities

1. Providers will report the details associated with all Serious Preventable Events related to the admission of a UPMC Health Plan member (all products—Commercial, Medicare and Medical Assistance) to the Health Plan within ten days of the provider's determination that an event occurred. Information will be sent to:

Manager of Quality Improvement
UPMC Health Plan
One Chatham Center
112 Washington Place
Pittsburgh, PA 15219

2. Notification will include the following case details:
 - a. Member name and member number
 - b. Date of service
 - c. Attending physicians
 - d. Facility Name
 - e. Description of the event
3. Providers will report Serious Preventable Events on claims using ICD-9 codes when an appropriate code is available.
4. Providers will not seek reimbursement from the UPMC Health Plan member.

UPMC Health Plan Responsibilities

1. When a serious preventable event is identified through provider reporting, claims, concurrent review, or quality of care complaints, UPMC Health Plan will initiate a quality of care review.
2. Following review of the case information, UPMC Health Plan will determine the impact of the event upon reimbursement and communicate the decision to providers.