

## **Direct Provider of Service Mandatory Notification Requirements**

Vendor View is VAAA's communication portal. Providers **must** send all notices through Vendor View. Service authorizations, SC communications, and provider updates will be posted through the Vendor View System. The Vendor View system provides a record of each communication including date, time, and sender information. VAAA will use the Vendor View System for quality assurance for participant notification and service authorizations. Incident reports must also be faxed, emailed, or sent via Vendor View to VAAA based on the reporting timeframes.

***Participant health and safety issue: Must be reported within 24 hours of provider's knowledge of the issue.***

- A. Participant Hospitalization
- B. Participant Injury
- C. Family member or other participant acquaintances conflicts that results in a health and safety issue for the participant.
- D. Deteriorating medical or functional status of the participant

***Federally mandatory reporting issues:*** Immediate report to VAAA upon knowledge, signs, or concerns. The provider will have additional reporting to Adult Protective Services.

- A. Physical and Sexual Abuse
- B. Neglect
- C. Exploitation

***Critical Incidents: Must be reported within 24 hours of provider's knowledge of the issue.***

- A. Illegal activity in the home with potential to cause serious or major negative event.
- B. Theft
- C. Verbal Abuse
- D. Worker consuming drugs and or alcohol on the job
- E. A suspicious or unexpected death that the waiver agency, or other entity, reports to law enforcement and that is related to providing services, supports, or caregiving.

***Service provisions: Must be reported within 24 hours of provider's knowledge of the issue.***

- A. Non-service delivery with reason (including reductions in service units)
- B. Participant Hospitalized
- C. Participant Institutionalized
- D. Participant requested a change in day of service: prior vendor view authorization required for payment.**
- E. Participant requested a permanent time change for the service.

- *Providers who accept participants whose service plan identifies the participant needs services on Holidays are expected to provide the service on the holiday as ordered.*