



Humana Healthy Horizons in Virginia Health, Safety and Welfare Required Training

Cardinal Care Managed Care Contract in
Virginia

Humana
Healthy Horizons®
in Virginia

Training overview

Overview of terms and definitions

Abuse, neglect and exploitation

Triggering events

Prevention, detection and intervention measures

Reporting

Critical incidents

Important terms and definitions

Abuse

Abuse is the suspected or known physical or mental mistreatment of a member. Abuse must be reported immediately on discovery.

Neglect

Neglect is the repeated conduct or a single incident of carelessness, which results or could reasonably be expected to result in serious physical or psychological/emotional injury or substantial risk of death. Includes self-neglect and passive neglect.

Exploitation

Exploitation is the illegal use of the assets or resources of an adult with disabilities, including misappropriation of assets or resources of the alleged victim by undue influence, by breach of fiduciary relationship, or by fraud, deception, extortion, or in any manner contrary to law.

Signs and symptoms of abuse

Abuse

Physical

- Sprains, dislocations, fractures
- Burns
- Abrasions
- Cuts, lacerations, puncture wounds
- Fractures of long bones and ribs
- Internal injuries evidenced by pain, difficulty functioning or bleeding
- Bruises, welts or discolorations
- Injuries healing through secondary intention indicating a member did not receive appropriate treatment

Sexual

- Vaginal or anal pain, irritation or bleeding
- Bruising on external genitalia, inner thighs, abdomen or pelvis
- Difficulty walking or sitting
- Stained or bloody underclothing
- Sexually transmitted diseases
- Urinary tract infections
- Signs of psychological trauma

Signs and symptoms of neglect

Neglect

Potential indicators:

- Weight loss that cannot be explained by other causes
- Lack of toileting that causes incontinence
- Member sitting or lying in urine and feces
- Increased falls and agitation
- Indignity and skin breakdown
- Uncommon pressure ulcers
- Evidence of inadequate or inappropriate use of medication
- Neglect of personal hygiene
- Emotional withdrawal
- Lack of assistance with eating, drinking, walking, bathing and participating in activities
- Caregivers show little or no response to member requests for personal assistance

Signs of exploitation

Exploitation

Potential indicators:

- Caregiver's excessive interest in the amount of money spent on the member
- Missing property
- Suspicious signatures on checks and/or documents
- Absence of documentation regarding financial arrangements
- Implausible explanations about the member's finances
- Member who is unaware of or does not understand financial arrangement made on their behalf
- Unpaid bills
- Indifferent or aggressive behavior/demeanor/attitude from the member's family and/or caregiver toward the member or the member's situation

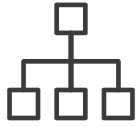
Triggering events

A triggering event is any occurrence that suggests a change in the member's condition or status that places the member at a greater risk of harm or jeopardizes their health, safety and welfare. Examples of triggering events include:

- Inpatient hospitalization or emergency department visit
- Involuntary treatment episode
- Use of behavioral health crisis services
- Law enforcement involvement
- Pregnancy
- Transition from a nursing facility or psychiatric residential treatment facility to the community
- Loss of informal supports
- Change in functional status
- Loss of housing
- Involvement of child welfare, child protective services or Adult Protective Services
- Involvement of foster care
- Occurrence of a critical incident*

* Critical incident—an overview of critical incidents can be found on slide 12.

Prevention



Suspicion of abuse, neglect or exploitation:

Work with the Humana Healthy Horizons® in Virginia care manager via the integrated care team.



Member deemed at risk for abuse or neglect without signs or symptoms:

Utilize specific interventions in the care plan to reduce risk.

Intervention



Interventions tailored to member's particular risk factor(s):

- Increase in-person, care-coordination visits
- Increase member education
- Alert member's providers
- Heightened vigilance and surveillance
- Offer respite for unpaid caregivers
- Increase social support for member
- Engage community activities or resources (e.g., senior center, worship)
- Refer to mental health/substance use disorder treatment
- Refer to social service agency

Handle with care



Reporting potential cases of abuse, neglect and exploitation of members

Mandated reporter	Who has responsibility to report?	Time frame
A mandated reporter is an individual who, in accordance with the Code of Virginia § 63.2-1606, is required by law to report situations immediately if they suspect an adult or child may have been abused, neglected or exploited or is at risk of being abused, neglected or exploited. A report must be submitted to the appropriate agency according to the victim's age.	<ul style="list-style-type: none">• Providers, osteopaths, medical examiners, chiropractors, nurses or hospital personnel engaged in admission, emergency medical services, examination or care and treatment of elderly or disabled adults• Physical and mental healthcare professionals not listed above• Nursing home staff; adult-living facility staff; adult day care center staff; social workers or other professional adult-care, childcare, residential or institutional staff• State, county or municipal criminal justice employees or law enforcement officers• Human Rights Advocacy Committee and Long-term Care Ombudsman Council members• Banks, savings and loan or credit union officers, trustees or employees• Guardians or conservators of adults	Submit an incident report within 24 hours. If the initial report of a critical incident* is submitted verbally, the party making the initial report must submit a follow-up written report to Humana Healthy Horizons within 48 hours.

* Critical incident—an overview of critical incidents can be found on slide 12.

Reporting potential cases of abuse, neglect and exploitation of members

Report potential cases of abuse, neglect or exploitation of children by contacting:

- The local Virginia Department of Social Services (VDSS) in the county or city where the child resides or where the abuse or neglect is believed to have occurred.
 - To locate your local VDSS office please visit: <https://www.dss.virginia.gov/localagency/index.cgi>
- The VDSS toll-free child abuse and neglect hotline:
 - In Virginia: 800-552-7096
 - Out-of-state: 804-786-8536
 - Hearing-impaired: 800-828-1120

Report potential cases of abuse, neglect or exploitation of adults by contacting:

- The local adult protective services office
- The VDSS toll-free hotline: 888-832-3858

Providers should also report member abuse, neglect or exploitation of children or adults to Humana Healthy Horizons by:

- Faxing 877-313-7257
- Emailing VACriticalIncidents@humana.com
- Calling Humana Healthy Horizons Provider Services at 844-881-4482 Monday – Friday, 7 a.m. – 7 p.m., Eastern time

Critical incident reporting

A critical incident is any actual or alleged event or situation that threatens or impacts the physical, psychological or emotional health, safety or well-being of the member. Critical incidents include:

- Medication errors
- Theft
- Suspected physical, mental, verbal or sexual abuse or neglect
- Financial exploitation
- Sentinel events[†]
- Quality of care incidents[‡]
- Other critical incidents^{**}

Critical incidents that occur in the following contexts must be reported:

- Medicaid-funded services provided to members in the following settings:
 - Nursing facilities
 - Inpatient behavioral health settings
 - Inpatient substance use disorder treatment facilities
- Participation in or receipt of mental health services, addiction and recovery treatment services (ARTS) or Commonwealth Coordinated Care Plus home- and community-based services (CCC Plus HCBS) waiver services in any setting (e.g., an adult day care center, a member's home or other community-based setting)

[†] **Sentinel event** – A sentinel event is a patient safety event involving a sentinel death (a death not primarily related to the natural course of the illness or underlying condition for which the member was treated or monitored by a medical professional at the time of the incident), or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function that leads to permanent or severe temporary harm.

[‡] **Quality of care incident** – A quality of care incident is any incident that calls into question the competence or professional conduct of a healthcare provider in the course of providing medical services and has adversely affected, or could adversely affect, the health or welfare of a member. These are incidents of a less critical nature than those defined as sentinel events.

^{**} **Other critical incident** – An event or situation that creates a significant risk to the physical or mental health, safety or well-being of a member not resulting from a quality-of-care issue and less severe than a sentinel event is classified as an "other critical incident."

All providers must comply with critical incident requirements. The critical incident reporting form must be used by all staff and network providers. Network providers must report, respond to and document critical incidents, in accordance with the Virginia Department of Medical Assistance Services (DMAS) requirements and 42 CFR § 438.330(b).

Network providers must report critical incidents within 24 hours.

If the initial report of a critical incident is submitted verbally, the party making the initial report must submit a follow-up written report to Humana Healthy Horizons within 48 hours. Provider should use the Critical Incident form found at [Humana.com/HealthyVA](https://www.humana.com/HealthyVA).

For critical incident reporting please contact Humana Healthy Horizons:
Fax: 877-313-7257

Email:
VACriticalincidents@humana.com

Thank you

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