

EIM Alerts for Incidents not Submitted within 72 hours of Creation

ODP Announcement 19-043

AUDIENCE:

Providers, Supports Coordination Organizations (SCOs) and other reporting entities who have a responsibility to file incidents in EIM.

PURPOSE:

The purpose of this communication is to inform providers, SCOs and other reporting entities who have a responsibility to file incidents in EIM of the functionality of EIM Alerts they will receive when the First Section of an incident is **initiated but not submitted within 72 hours**. This alert will assist providers, SCOs and other reporting entities with their obligation to report alleged and suspected incidents in a timely manner as outlined in ODP Bulletin #6000-04-01, Incident Management.

DISCUSSION:

Effective March 30, 2019, all users with the PW-EIM-INCIDENTRPTR role in the reporting organization as well as the assigned point person for an incident that is created but not submitted 72 hours after creation will receive an Alert in EIM. The alert will be generated for all incident Primary Categories, including incidents which have not yet been classified.

For technical issues, please contact the HCSIS/EIM Help Desk.

Phone: 1-866-444-1264 Fax: 717-540-0960

E-mail: c-hhcsishd@pa.gov

Hours: Monday – Friday: 7:45 AM – 5:00 PM

The alert will remain in the user's Dashboard Alert's tab for fourteen (14) days, or until deleted by the user.

My Dashboard

CREATE NEW INCIDENT

Work Items	Alerts	News
<input type="checkbox"/>	02/23/2019	The First Section for Incident 83908 has not yet been submitted and requires action.
<input type="checkbox"/>	02/23/2019	The First Section for Incident 83909 has not yet been submitted and requires action.
<input type="checkbox"/>	02/23/2019	The First Section for Incident 84000 has not yet been submitted and requires action.
<input type="checkbox"/>	02/23/2019	The First Section for Incident 83999 has not yet been submitted and requires action.

DELETE

Filters

- Program Office
- Organization
- Waiver/Program
- Incident/Complaint
- Incident/Complaint Types
- Document Type
- Document Name
- County
- Incident Point Person
- Incident Created By