



September 9, 2025

Nevada Medicaid Web Announcement 3717

Attention Provider Type 63 (Psychiatric Residential Treatment Facility (PRTF)): Critical Incident/Serious Occurrence Reporting Requirements

Reminder to Web Announcements [2694](#) and [2457](#): Consistent with Code of Federal Regulations (CFR) 42 CFR 483.374(b) and (c) and the Nevada Health Authority (NVHA) Medicaid Services Manual Chapter 400, Section 403.7E(3), the following critical events/serious occurrences reporting requirements are the responsibility of the Psychiatric Residential Treatment Facility (PRTF) provider.

Facilities must report each serious occurrence no later than close of business on the next business day after the event or occurrence to each of the following appropriate state entities:

- State Medicaid Agency (Nevada Health Authority Division of Nevada Medicaid for NV Medicaid recipients);
- State-designated Protection and Advocacy system (Nevada Disability Advocacy and Law Center (NDALC) for in-state PRTFs; out-of-state PRTFs need to notify their appropriate state's Protection and Advocacy agency);
- State licensing agency (Nevada State Bureau of Health Care Quality and Compliance (BHCQC) for in-state providers. If the facility is out-of-state, reports must be made to their own licensing entity or appropriate departments; and
- Child Protective Services (CPS) if the event or occurrence involved any confirmed or suspected incidents of recipient abuse and/or neglect.

Serious occurrences that must be reported include, but are not limited to, a resident's death, a serious injury to a resident, and a resident's suicide attempt. Other information that can be reported includes, but is not limited to, assaults, police or sheriff's investigations, and physical, sexual or emotional abuse allegations.

Serious injury, as defined in 42 CFR 483.352, means any significant impairment of the physical condition of the resident as determined by qualified medical personnel. This includes, but is not limited to, burns, lacerations, bone fractures, substantial hematoma, and injuries to internal organs, whether self-inflicted or inflicted by someone else.

- The report must include the name of the resident involved in the serious occurrence, a description of the occurrence, and the name, street address, and telephone number of the facility.
- In the case of a minor, the facility must notify the resident's parent(s) or legal guardian(s) as soon as possible, and in no case later than 24 hours after the serious occurrence.
- Facility staff must document in the resident's record that the serious occurrence was reported to appropriate agencies, including the name of the person to whom the incident was reported. Documentation must also include any case numbers assigned from agencies, as applicable. A copy of the report must be maintained in the resident's record, as well as in the incident and accident report logs kept by the facility.
- In addition to the reporting requirements listed above, facilities must report the death of any resident to the Centers for Medicare & Medicaid Services (CMS) regional office no later than close of business the next business day after the resident's death. Facility staff must document in the resident's record that the death was reported to the CMS regional office.

For out-of-state PRTFs, notifications should be made to Nevada Medicaid via secure email to BehavioralHealth@nvha.nv.gov and to NDALC via secure email to reports@ndalc.org and/or the appropriate state protection and advocacy agency. Providers will report the following information and indicate if notifications were made to the entities listed below:

- Date of Incident
- Recipient's Name
- Recipient's Nevada Medicaid Number (11-digit ID number)
- Facility Behavioral Health Supervisor
- Notification to Parent/Guardian and/or Division of Child and Family Services or appropriate County Case Manager
- Notification to the State-designated Protection and Advocacy system
- Notification to the licensing entity or other appropriate department
- Notification to CPS or CMS (if warranted)
- Notification to Accrediting Body (if warranted)
- Notification to Law Enforcement (if warranted)

For in-state PRTFs, notifications are to be made utilizing Therap. Reference [Web Announcement 3603](#). Please also review the following site to learn more about Therap and General Event Reports: [Therap General Events Reports](#).

Notification to the QIO-like vendor regarding critical incidents/serious occurrences is to be done utilizing the Initial and/or Concurrent Prior Authorization forms in the section labeled critical incidents. Each incident that occurred should be dated and described with detailed information including any injuries and/or medical intervention that was required as a result of the incident.

For more information regarding policy requirements or for any questions, please send an email to the Behavioral Health Benefits Coverage unit at BehavioralHealth@nvha.nv.gov.