When to Submit a Report: You must submit a report **within 24 business hours of becoming aware of the incident**. In the event an incident occurs on a weekend or a holiday, submit the report the next business day.
Use of a Cover Sheet When Faxing: Please use a FAX Cover Sheet for HIPAA Privacy Compliance.

HCA Medical Assistance Division (MAD) COEs	
Submit directly to the online HCA MAD CI Portal: https://criticalincident.hsd.state.nm.us Email HCA-QB-CIR@hca.nm.gov for a username and password or if you have any problems accessing the system.	
001	SSI Aged
003	SSI Blind
004	SSI Disabled
066	Foster Care (IV-E)
086	(IV-E) Foster care out of state custody
090	HCBW - AIDS
091	HCBW Handicapped & Elderly
092	HCBW – Brain Injury
093	HCBW – Blind, Handicapped & Elderly
094	HCBW – Medically Fragile
100 with NFLOC	Other Adults
200 with NFLOC	Parents & Caretaker Relatives

HCA Division of Health Improvement (DHI) Waiver COEs	
Fax: 888-576-0012 To New Mexico HCA/Division of Health Improvement (DHI)/Incident Management Bureau, **Phone**: Call 24-hours per day 1-800-752-8649 for incidents of Abuse, Neglect, and Exploitation. Visit https://www.hca.nm.gov/division-of-health-improvement/ for more details.	
095	Medically Fragile Waiver
096	Developmentally Disabled Waiver

All Other COEs (NOT including Fee-for Service Members)	
Email the Appendix A form directly to the consumer's Managed Care Organization (MCO) to report critical incidents CIReport_Form-PDF.pdf (state.nm.us)	
Blue Cross Blue Shield Fax: 505-816-5831 Email: BHQI_SPHI@bcbstx.com	**Presbyterian HealthPlan** Fax: 505-843-3011 Email: criticalincident@phs.org
Molina Health Care Fax: 855-260-8737 Email: MolinaNewMexicoCIR@molinahealthcare.com	**United HealthCare** Email: Critical_incidents@uhc.com

HCA Behavioral Health Services Division (BHSD) Funded Services and Fee-For-Service Members Only
Use Appendix A form for BHSD funded services and fee-for-service CIRs: CIReport_Form-PDF.pdf (state.nm.us)
Email bh.qualityteam@hca.nm.gov for access to the Falling Colors portal: https://transfer.fallingcolors.com

Other Mandatory Reporting
Reporting critical incidents to HCA, BHSD and/or the MCOs does not relieve the provider, provider agency, or others from mandated reporting requirements. This includes but is not limited to the following:
Reporting Health Facilities: HCA Division of Health Improvement (DHI)
Providers, Consumers, Family Members, General Public Call the Health Facility Complaints Hotline at 1-800-752-8649 **OR** complete and submit the Health Facility Consumer Complaint Form (Fax number and mailing address are in the form) and Print & Fax/Mail/or E-mail to: Incident.Management@hca.nm.gov.
Health Facilities Self-Reporting File a report online via the Health Facility Reporting System Instructions on filing a report
Adult Protective Services: 866-654-3219 https://www.aging.nm.gov/adult-protective-services/
Child Protective Services: 855-333-SAFE (7233)
Indian Child Welfare, Law Enforcement, Licensing and Accreditation Organizations, etc.