

Understanding Adverse Events

An **adverse event** is any medical occurrence that causes injury to a patient as a result of a medical intervention rather than an underlying medical condition. It represents intentional or unintentional harm to a patient arising from any aspect of healthcare management.

Adverse Events are commonly referred to as never events, serious reportable events (SREs), hospital acquired conditions (HACs), present on admission (POA), provider-preventable conditions (PPCs) and other provider-preventable conditions (OPPCs).

Medical errors in patient safety are a major health care quality problem. These medical errors cause tens of thousands of deaths each year in the United States. Individual minor mishaps occasionally combine to yield harmful, and sometimes disastrous, results. A large majority of these medical errors are preventable. MeridianComplete recognizes that your patient's safety is a priority. We want to provide support to our providers through patient safety education and initiatives to prevent future errors for the healthcare community.



MeridianComplete's Investigation Process

MeridianComplete's adopts the recommendations provided by the National Quality Forum and CMS to assist in providing a safe environment for medical services to our members that minimizes preventable events from occurring. Providers are required to report an adverse event to MeridianComplete within 48 hours. The adverse event form can be found at www.mhplan.com. Completed forms may be emailed to adverseevents@mhplan.com.

MeridianComplete reviews medical records received from providers in an effort to identify adverse events. If one is identified, MeridianComplete will conduct a full investigation. Providers must cooperate and submit all requested documentation. Our goal is to work with our healthcare providers to protect patient safety by establishing and communicating a standard process to report and track adverse events. MeridianComplete's Medical Director will conduct a quality review of the medical records and determine if an adverse event took place. **When an adverse event is identified, MeridianComplete may withhold payment for part or all of the medical services related to the event.** The patient should not be held liable for financial reimbursement to the provider following withhold of payment by MeridianComplete.

Contact your Provider Network Development Representative or email adverseevents@mhplan.com with questions or concerns.