

# ICWP SENTINEL EVENT ENTRY

## 1 DESCRIPTION

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Independent Care Waiver Case Managers may submit sentinel events involving ICWP participants via the *Georgia Web Portal/Provider Workspace*. The following rules apply to entering and editing sentinel events:

- Only providers with an ICWP category of service (660) and specialty of case management (030) have access to sentinel event functionality on the *Provider Workspace*.
- Each sentinel event is associated with a specific participant that the case manager must specify by entering a Member Medicaid ID or a Social Security Number.
- The specified participant must be currently identified as an ICWP participant in the PA system.
- Case Managers **may view all sentinel events** associated with the specified ICWP participant.
- Case Managers can **ONLY edit events that they entered**.
- Case Managers cannot delete events.

## 2 WEB SUBMISSION INSTRUCTIONS

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### Add New Sentinel Event

1. Log into the *Georgia Web Portal*.
2. On the *Secure Home* page, click the **Prior Authorization** tab, and then **Provider Workspace**.
3. On the workspace, under **Enter and Edit Authorization Requests**, click the link: **View, Add or Edit ICWP Sentinel Events**.

**Enter and Edit Authorization Requests**

[Enter a New Authorization Request](#) - Use this link to enter a new prior authorization request. [More...](#)

[Search, Edit or Attach Documentation to Requests](#) - Use this link to search, edit or attach documentation to authorization requests. [More...](#)

[Member Medicaid ID Updates](#) - Use this link to Search, Edit, and modifying Member Medicaid IDs for SwingBed or Katie Beckett requests.

[View, Add or Edit ICWP Sentinel Events](#) - Use this link to view, add or edit ICWP Sentinel Events

Figure 1

4. On the next page, enter the participant's Medicaid ID **OR** Social Security Number (SSN) associated with the event.

### ICWP Sentinel Event Tracking

Please enter Member's ID or SSN. Do not enter both.

Member Medicaid ID :

Social Security Number :

Figure 2

5. Click **Submit**.
6. The Medicaid ID or SSN is validated by the system to determine if the information is for an ICWP participant.
  - If the validation fails, a message displays and the event cannot be entered. Notify staff via *Contact Us* and let them know that the sentinel event could not be entered.
  - If the Member Medicaid ID/SSN passes validation, the *ICWP Sentinel Event Tracking* page (entry page) opens.

**Entry Page:**

7. The following information is prepopulated on the tracking/entry page:
  - Member information
  - Provider ID and Provider name
  - Sentinel Event Report Date –defaults to the current date.

8. Fill out the sentinel event form. **The following information is required when initially entering an event:**

- **Sentinel Event Date** – The date on which the event actually occurred.
- **Sentinel Event Type** – The type of sentinel event. Select one or more checkboxes. If a main event category is checked, such as *Inappropriate Behavior, Injury or Abuse/Neglect*, a sub-category must also be selected, as shown in the figure below. If ‘Other Event Type’ is selected, provide a description of the ‘other’ event in the text box provided.

**Sentinel Event Type**

Inappropriate behavior

Member eloped       Self-injurious behavior       Verbal altercation with caregiver/other

Physical altercation with caregiver/other       Illegal/inappropriate substance use       Inappropriate sexual behavior

Injury

Resulting in ER visit       Not resulting in ER visit

Abuse/Neglect/Exploitation

Self-neglect       By another person

Major Medical Change       Medication Error       Sexual Harassment

Substandard Living Conditions       Unmet Needs       Failed Emergency Back-Up Plan for Care

Death       Hospitalization       Other Event Type

Other Event Type description :

If other selected, describe here

Figure 3

- **Sentinel Event Description** – A description of the event. Enter in the textbox provided.
- **Person(s) or Witnesses Involved in Incident** – The person or persons involved in the event. Select one or more checkboxes. If ‘Other’ selected, describe in the textbox provided.

9. In addition to the required information, enter other event information, if available.  
**Note:** Whenever 'Other' is checked on the form, provide an explanation in the text box.
10. Click [Submit](#) or [Save](#) to submit the sentinel event.
11. Once submitted, the event information is saved to a **History** table, and may be edited later.
12. **To add another sentinel event for the same member**, click [Add New Sentinel Event](#) at the top of the page.
13. **To add an event for a different member**, click [Return to the Provider Workspace](#).

## Edit Sentinel Event

When an event is first entered, some information may not yet be available, such as follow-up or resolution information. In order to complete the sentinel event, return to the event and edit the event. **Do not enter a new event to complete an existing event.**

1. On the workspace, under **Enter and Edit Authorization Requests**, click the link: [View, Add or Edit ICWP Sentinel Events](#).
2. On the next page, enter the Medicaid ID or SSN for the ICWP participant associated with the event that is to be edited. Click [Submit](#).
3. The event page opens and, at the top, the member's existing events display in a **History** table.
4. Find the event to be edited and then click [Edit](#) at the end of the event line.



The screenshot shows a table titled "Sentinel Events History". The table has five columns: "Sentinel Event Seq #", "Sentinel Event Date", "Follow Up Date", "Sentinel Event Description", and "Modified By". The first row contains a redacted sequence number, the date "7/20/2015", a redacted follow-up date, the description "egasdg", and a redacted modified-by name. To the right of the "Modified By" column, there is a green button labeled "EDIT". A black arrow points to this "EDIT" button.

Sentinel Event Seq #	Sentinel Event Date	Follow Up Date	Sentinel Event Description	Modified By	
██████	7/20/2015		egasdg	██████	<a href="#">EDIT</a>

Figure 4

5. The sentinel event opens in an editable format, and may be added to or modified.
6. After editing, click [Submit](#). The event will be re-saved to the **History** table.
7. To return to the Provider Workspace, click [Return to the Provider Workspace](#).