

Reimbursement Policy	
Title: Serious Reportable Events	
Policy Number: RP-PF-355X	Application: All Medica Members
Last Reviewed: 09/26/2023	Effective Date: 02/11/2008
Related Policies: Wrong Surgical or Other Invasive Procedures	

***Disclaimer:** This reimbursement policy is intended to provide general guidance regarding Medica’s policy for the services described, and does not constitute a guarantee of payment. You are responsible for submitting accurate claims. Factors affecting claims reimbursement may include, but are not limited to, state and federal laws, regulations and accreditation requirements, along with administrative services agreements, provider contracts, and benefit coverage documents. Coding methodology and industry standards are also considered in developing reimbursement policy.*

Medica routinely updates reimbursement policies, and new versions are published on this website. If you print a copy of this policy, please be aware that the policy may be updated later, and you are responsible for the information contained in the most recent online version. Medica communicates policy updates to providers via Medica’s monthly e-newsletter, Medica Connections®, as well as through Medica Provider Alerts.

All content included on the provider portion of medica.com is an extension of providers’ administrative requirements, which all Medica network providers are contractually obligated to follow.

Summary:
The purpose of this policy is to inform Providers of Medica’s policy pertaining to Serious Reportable Events as described below. Serious Reportable Events were developed and are endorsed by the National Quality Forum (NQF). The NQF describes Serious Reportable Events as “a compilation of serious, largely preventable, and harmful clinical events, designed to help the healthcare field assess, measure, and report performance in providing safe care.”
This policy applies to both UB-04 and CMS-1500 Claim Forms.

Policy Statement:

Providers are prohibited from billing members for services associated with a Serious Reportable Event and Medica will not reimburse Providers for services associated with a Serious Reportable Event. If a Serious Reportable Event involving a Medica member occurs, Providers are required to submit a Serious Reportable Event Identification Form to Medica (see Attachments section). A quality case review will be initiated for all Serious Reportable Events reported to Medica.

Provider Requirements

1. Provider will maintain policies and procedures that address Serious Reportable Events as defined by the National Quality Forum.
2. Provider will not seek reimbursement from a Medica member or Medica for services associated with a Serious Reportable Event unless member liability or Medica liability has been determined by Medica.

3. Provider will immediately notify Medica of a Serious Reportable Event involving a Medica member by submitting a completed Serious Reportable Event Identification Form.

Serious Reportable Events

Surgical or Invasive Procedure Events

1. Surgery or other invasive procedure performed on the wrong site.
2. Surgery or other invasive procedure performed on the wrong patient.
3. Wrong surgical or other invasive procedure performed on a patient.
4. Unintended retention of a foreign object in a patient after surgery or other invasive procedure
5. Intraoperative or immediately postoperative/post procedure death in an ASA Class 1 patient

Note: Refer to the [Wrong Surgical or Other Invasive Procedures](#) policy for additional details.

Product or Device Events

1. Patient death or serious injury associated with the use of contaminated drugs, devices, or biologics provided by the healthcare setting.
2. Patient death or serious injury associated with the use or function of a device in patient care, in which the device is used or functions other than as intended.
3. Patient death or serious injury associated with intravascular air embolism that occurs while being cared for in a healthcare setting.

Patient Protection Events

1. Discharge or release of a patient/resident of any age, who is unable to make decisions, to other than an authorized person.
2. Patient death or serious injury associated with patient elopement (disappearance)
3. Patient suicide, attempted suicide, or self-harm that results in serious injury, while being cared for in a healthcare setting.

Care Management Events

1. Patient death or serious injury associated with a medication error (e.g., errors involving the wrong drug, wrong dose, wrong patient, wrong time, wrong rate, wrong preparation, or wrong route of administration)
2. Patient death or serious injury associated with unsafe administration of blood products.
3. Maternal death or serious injury associated with labor or delivery in a low-risk pregnancy while being cared for in a healthcare setting.
4. Death or serious injury of a neonate associated with labor or delivery in a low-risk pregnancy.
5. Patient death or serious injury associated with a fall while being cared for in a healthcare setting.

6. Any Stage 3, Stage 4, and unstageable pressure ulcers acquired after admission/presentation to a healthcare setting.
7. Artificial insemination with the wrong donor sperm or wrong egg
8. Patient death or serious injury resulting from the irretrievable loss of an irreplaceable biological specimen.
9. Patient death or serious injury resulting from failure to follow up or communicate laboratory, pathology, or radiology test results.

Environmental Events

1. Patient or staff death or serious injury associated with an electric shock in the course of a patient care process in a healthcare setting.
2. Any incident in which systems designated for oxygen or other gas to be delivered to a patient contains no gas, the wrong gas, or are contaminated by toxic substances.
3. Patient or staff death or serious injury associated with a burn incurred from any source in the course of a patient care process in a healthcare setting.
4. Patient death or serious injury associated with the use of physical restraints or bedrails while being cared for in a healthcare setting.

Radiologic Events

1. Death or serious injury of a patient or staff associated with the introduction of a metallic object into the MRI area.

Criminal Events

1. Any instance of care ordered by or provided by someone impersonating a physician, nurse, pharmacist, or other licensed healthcare provider.
2. Abduction of a patient/resident of any age
3. Sexual abuse/assault on a patient or staff member within or on the grounds of a healthcare setting
4. Death or serious injury of a patient or staff member resulting from a physical assault (i.e., battery) that occurs within or on the grounds of a healthcare setting.

Attachments: [Serious Reportable Event Identification Form](#)

Definitions:
Serious Reportable Events – This set is a compilation of serious, largely preventable, and harmful clinical events, designed to help the healthcare field assess, measure, and report performance in providing safe care.

Resources:
42 CFR §438.3(g)
42 CFR §447.26
National Quality Forum, Serious Reportable Events
Medica Administrative Manual

Effective Date:	02/11/2008
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Revision Updates:	
10/01/2023	Annual Policy Review
08/01/2022	Annual Policy Review
03/16/2020	Policy rename and revision to reference the National Quality Forum’s Serious Reportable Events.
12/24/2019	Annual Policy Review