



ADMINISTRATIVE POLICY STATEMENT

TrueCare

Policy Name & Number	Date Effective
Sentinel Events and Provider Preventable Conditions-TrueCare-AD-1315	07/01/2025
Policy Type	
ADMINISTRATIVE	

Administrative Policy Statements are derived from literature based on and supported by clinical guidelines, nationally recognized utilization and technology assessment guidelines, other medical management industry standards, and published MCO clinical policy guidelines. Medically necessary services include, but are not limited to, those health care services or supplies that are proper and necessary for the diagnosis or treatment of disease, illness, or injury and without which the patient can be expected to suffer prolonged, increased, or new morbidity, impairment of function, dysfunction of a body organ or part, or significant pain and discomfort. These services meet the standards of good medical practice in the local area, are the lowest cost alternative, and are not provided mainly for the convenience of the member or provider. Medically necessary services also include those services defined in any Evidence of Coverage or Certificate of Coverage documents, Medical Policy Statements, Provider Manuals, Member Handbooks, and/or other plan policies and procedures.

Administrative Policy Statements do not ensure an authorization or payment of services. Please refer to the plan contract (often referred to as the Evidence of Coverage or Certificate of Coverage) for the service(s) referenced in the Administrative Policy Statement. Except as otherwise required by law, if there is a conflict between the Administrative Policy Statement and the plan contract, then the plan contract will be the controlling document used to make the determination.

According to the rules of Mental Health Parity Addiction Equity Act (MHPAEA), coverage for the diagnosis and treatment of a behavioral health disorder will not be subject to any limitations that are less favorable than the limitations that apply to medical conditions as covered under this policy.

Table of Contents

A. Subject	2
B. Background	2
C. Definitions.....	2
D. Policy	3
E. Conditions of Coverage	6
F. Related Policies/Rules	6
G. Review/Revision History	6
H. References	6

A. Subject**Sentinel Events (SE) and Provider Preventable Conditions (PPC)****B. Background**

Medical errors can cause harmful or disastrous results for patients and can be related to negligence or professional misconduct, but most are preventable. In 1996, The Joint Commission (TJC) introduced a sentinel event (SE) policy to improve patient care and prevent safety events. The National Quality Forum followed by developing an initial standardized list of Serious Reportable Events (SREs). That list has been revised twice and now consists of 29 events grouped into 7 categories.

In 2011, Centers for Medicare and Medicaid Services (CMS) published a final rule implementing the requirements of Section 2702 of the Patient Protection and Affordable Care Act, directing Medicaid regulations that prohibit federal payments to States under section 1903 of the Social Security Act for any amounts expended for providing medical assistance for provider preventable conditions (PPCs) specified in the regulation. It also authorized States to identify other provider-preventable conditions for which Medicaid payments will be prohibited. There are two types of PPCs: health care-acquired conditions (HCAC), reported when occurring in inpatient acute care hospitals, and other provider-preventable conditions (OPPC), reported for any health care setting.

C. Definitions

- **American Society of Anesthesiologists (ASA) 1 Status** – A healthy, normal patient (eg, nonsmoking, no acute or chronic illness).
- **National Quality Forum (NQF)** – A not for profit, nonpartisan organization working to catalyze improvements in healthcare. NQF-endorsed measures are evidence-based, valid, and in tandem with the delivery of care and payment reform, considered the gold-standard for healthcare quality.
- **Provider Preventable Condition (PPC)** – A condition with a negative consequence for the member occurring in any healthcare setting found to be reasonably preventable by the provider through the application of procedures supported by evidence-based medical guidelines. There are two types:
 - **Healthcare Acquired Condition (HCAC)** – Medical conditions or complications developed by patients during a hospital stay not present on admission. HCACs apply to Medicaid inpatient hospital settings, are listed as ‘Category 1,’ and include the full list of Medicare’s inpatient “hospital acquired conditions (HAC).”
 - **Other Provider Preventable Condition (OPPC)** – Conditions occurring in any health care setting that include, at a minimum, wrong surgical or other invasive procedure performed on a patient, surgical or other invasive procedure performed on the wrong body part, and/or surgical or other invasive procedure performed on the wrong patient pursuant to 42 C.F.R. § 447.26(b), referred to as ‘Category 2.’
- **Sentinel Event (SE)** – A patient safety event, not primarily related to the natural course of the patient’s illness or underlying condition, resulting in death or severe or permanent harm, regardless of duration or severity of harm.
 - **Severe Harm** – An event or condition resulting in life-threatening bodily injury, including pain or disfigurement, that interferes with or results in loss of functional

The ADMINISTRATIVE Policy Statement detailed above has received due consideration as defined in the ADMINISTRATIVE Policy Statement Policy and is approved.

ability or quality of life requiring continuous physiological monitoring or a surgery, invasive procedure, or treatment to resolve the condition.

- o **Permanent Harm** – An event or condition resulting in any level of harm that permanently alters and/or affects an individual's baseline.
- **Serious Reportable Event (SRE)** – Serious and costly errors in health care services that are usually preventable and harmful clinical events to patients.
- **The Joint Commission (TJC)** – A private, nonprofit organization whose mission is to continuously improve the safety and quality of care provided to the public through the provision of health accreditation and related services that support performance improvement in health care organizations.

D. Policy

I. Sentinel Events (SE) and/or Serious Reportable Events (SRE)

TrueCare will not reimburse for services associated with SE/SREs. Notwithstanding any provision in the agreement between provider and TrueCare to the contrary and in accordance with CMS guidelines, when any SE/SRE occurs with respect to a member, the provider will neither bill, seek to collect from, nor accept any payment from TrueCare or a member for such events. If the provider receives any payment from TrueCare or a member, the payment will be refunded within 10 business days of becoming aware of such receipt. Additionally, TrueCare will not reimburse the same wholly owned healthcare system inpatient facility (IPF) for treatment of an SE/SRE that occurred within said system. To the extent reasonable, the provider will cooperate with TrueCare in any initiative designed to help analyze or reduce such events. Services and procedures associated with SEs and/or SREs include, but are not limited to, the following:

A. Surgical or Invasive Procedure Events

1. surgical procedure or surgery performed on the wrong body part
2. surgery performed on the wrong patient
3. wrong surgical procedure performed on a patient
4. intraoperative or immediately post-operative death in an ASA class I patient
5. unintended retention of a foreign object

B. Product or Device Events

1. patient death or serious disability associated with the use of contaminated drugs, devices, or biologics provided by the healthcare facility
2. patient death or serious disability 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

C. Patient Protection Events

1. patient suicide, or attempted suicide resulting in serious disability, while being cared for in a healthcare facility
2. discharge or release of a patient/resident of any age, who is unable to make decisions
3. patient death or serious injury associated with patient elopement

D. Care Management Events

1. patient death or serious injury associated with a medication error

The ADMINISTRATIVE Policy Statement detailed above has received due consideration as defined in the ADMINISTRATIVE Policy Statement Policy and is approved.

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, or unstageable pressure ulcers acquired after admission or 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

E. 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 during 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

F. Radiologic Events

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

G. Potential 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 or 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 that occurs within or on the grounds of a healthcare setting

II. Provider Preventable Conditions (PPCs)

TrueCare will not reimburse providers for PPCs, which consist of category 1 - healthcare acquired conditions (HCACs) and category 2 - other provider preventable conditions (OPPCs), in accordance with CMS guidelines, including the same wholly-owned healthcare system inpatient facility (IPF) for treatment of a PPC that occurred within that system. If TrueCare can reasonably identify and isolate the portion of the claim directly related to the treatment of the HCAC, then TrueCare will reduce reimbursement of the claim by the specific amount related to the PPC. The level of reduction will follow CMS's most recently published guidelines.

The minimum set of conditions, including infections and events, that states must identify for non-payment include the following:

- A. HCACs, including, but not limited to, the following:
 - 1. catheter-associated urinary tract infections (CAUTI)
 - 2. stage 3 or 4 pressure ulcers
 - 3. surgical site infection
 - a. orthopedic procedures, including spine, neck, shoulder and elbow
 - b. mediastinitis, following coronary artery bypass graft
 - c. following bariatric surgery, including laparoscopic gastric bypass, gastroenterostomy, and laparoscopic gastric restrictive surgery
 - d. following cardiac implantable electronic device (CIED)
 - 4. air embolism
 - 5. vascular catheter-associated infection
 - 6. blood incompatibility
 - 7. manifestations of poor glycemic control, including diabetic ketoacidosis, nonketotic hyperosmolar and hypoglycemic coma, secondary diabetes with ketoacidosis or hyperosmolarity
 - 8. falls and trauma, including fractures, dislocations, intracranial and crushing injuries, burns, and/or other
 - 9. foreign object retained after surgery
 - 10. iatrogenic pneumothorax with venous catheterization
 - 11. deep vein thrombosis (DVT)/pulmonary embolism (PE) following certain orthopedic procedures, including total knee or hip replacement, and with some pediatric and obstetric exceptions
- B. OPPCs, including but not limited to:
 - 1. wrong surgical or other invasive procedure performed on a member
 - 2. surgical or other invasive procedure performed on the wrong body part
 - 3. surgical or other invasive procedure performed on the wrong patient
 - 4. OPPCs identified in the State plan, if applicable

III. Reporting

A. Sentinel Events and Serious Reportable Events

The Joint Commission (TJC) collects and analyzes data from SEs reported by organizations. The de-identified data provides general awareness and dissemination of error prevention strategies to all hospitals. TJC's website provides resources on SEs, statistics, webinars, and quick safety tips. Advantages of reporting SEs include increased awareness of potential events, root causes, and strategies for prevention, consultation with Joint Commission staff for systematic review and root cause analysis of events, and reinforcement of a culture of safety to the public regarding facilities.

B. Provider Preventable Conditions

Centers for Medicare and Medicaid Services (CMS) publish provider reporting requirements regarding HCACs and Present on Admission (PoA) indicators on the CMS website. TrueCare complies with all federal and state regulations regarding reporting of and payment to providers and has identified a method for identifying reportable incidents from claims reporting, which are then analyzed by

TrueCare's Clinical Quality and Health Safety (TCQHS) team and compiled for regulatory or quality of care reporting. Claims dispute and appeal processes are in place for providers who disagree with nonpayment of claims and can be found on the TrueCare website, in the provider portal, and/or can be faxed or mailed directly to TrueCare's Provider Appeals Department.

E. Conditions of Coverage

N/A

F. Related Policies/Rules

N/A

G. Review/Revision History

	DATE	ACTION
Date Issued	02/26/2025	Approved at Committee.
Date Revised		
Date Effective	07/01/2025	
Date Archived		

H. References

1. General Requirements for All Contracts and Subcontracts, 42 C.F.R. § 434.6 (2023).
2. Hospital-acquired conditions. Centers for Medicare & Medicaid Services. Updated September 10, 2024. Accessed December 12, 2024. www.cms.gov
3. List of SREs. National Quality Forum. Accessed December 12, 2024. www.qualityforum.org
4. Managed Care, 42 C.F.R. § 438 (2023)
5. Minimum Standards of Operation for Mississippi Hospitals, 15-41 Miss. CODE R. §§ 41.1.1-85.1. Accessed December 12, 2024. www.msdh.ms.gov
6. Non-Covered Services, 23-200 Miss. CODE R. § 2.2 (2023).
7. Patra KP, De Jesus O. *Sentinel Event*. 2023. StatPearls Publishing; 2023. Accessed September 20, 2023. www.ncbi.nlm.nih.gov
8. Prohibition on payment for provider-preventable conditions, 42 C.F.R. §447.26 (2023).