

Critical Incidents Reference Guide

A critical incident is any serious or traumatic event that causes, or can cause, physical or mental harm or harm to the well-being of a person. Critical incidents are classified as abuse, neglect or exploitation.

If you or your staff witnesses, is told of, or suspects an incident of abuse, neglect or exploitation, it is important to report the allegation immediately.

Examples of Critical Incidents

Here are some examples of critical incidents that should be reported.

- Alleged fraud or misuse of funds
- Sexual or physical assault
- Serious injury, such as a burn, cut or puncture wound, bruising or fall
- Denial of medication, food or other physical assistance
- Neglect by a care giver
- Physical isolation or confinement
- Accidental or intentional fire
- Behavioral incidents
- Verbal threats
- Property damage
- Criminal activity
- Vehicle accident
- Physical altercation
- Hospital admission, emergency room visit or psychiatric hospital admission
- Nursing facility placement



Reporting Critical Incidents

Nursing Home Hotline – (800) 252-4343

Call the Illinois Department of Public Health Nursing Home Hotline to report complaints regarding hospitals, nursing facilities, and home health agencies and the care or lack of care of the patients.

Office of the Inspector General – (800) 368-1463

Call the Illinois Department of Human Services Office of Inspector General Hotline to report allegations of abuse, neglect or exploitation of people 18 to 59 years old.



Your Extended Family.

Adult Protective Services Hotline – (866) 800-1409

Call the Adult Protective Services Hotline to report allegations of abuse, neglect or exploitation of individuals 18 to 59 years of age with a disability or people 60 years of age and older.

Supportive Living Facility (SLF) Complaint Hotline – (800) 226-0768

Call the Department of Healthcare and Family Services' Hotline to report abuse, neglect or exploitation for people living in Supportive Living Facilities (SLF).

Molina Healthcare's Confidential Compliance Hotline

You can also contact Molina Healthcare to report abuse, fraud or neglect.

Hotline: (866) 606-3889

Email: MHILCompliance@MolinaHealthcare.com

Online: <https://molinahealthcare.Alertline.com>

Mail: Molina Healthcare of Illinois

Attn: Compliance Officer

2001 Butterfield Rd., Suite 750

Downers Grove, IL 60515

If you have any additional questions or for more information, please contact your Provider Services Representative or call Provider Services at (855) 866-5462.