



Investigate and track critical incidents in compliance with the CMS Access Rule

The WellSky® Human Services Critical Incident Management module automates workflows to help protect your beneficiaries and keep your state compliant.

The [Ensuring Access to Medicaid Services](#) final rule (Access Rule) will require your state Medicaid waiver program to maintain an electronic critical incident management system that can identify, report, triage, investigate, resolve, track, and trend critical incidents.

The clock is ticking to gain state budget approval for a new system, complete a procurement, and implement a statewide system — all before the deadline of July 9, 2029.

WellSky offers a simple solution: a proven incident management system that already meets the requirements of the Access Rule. The WellSky Human Services Critical Incident Management module equips your staff to receive reports, investigate, and mitigate the full range of cases defined by the rule as an “incident.” This includes verbal, physical, sexual, psychological, or emotional abuse, as well as neglect, exploitation, restrictive intervention, seclusion, medication error, emergency department visit, hospitalization, or death.

WellSky Human Services automates every step of the incident management process to help your agency:

- Meet mandatory response times
- Detect trends quickly to reduce public impact
- Monitor provider compliance

Gain time-saving quality assurance and provider management tools to identify incidents, implement corrective action plans, and, when appropriate, issue sanctions, and manage appeals from a single solution.

Three reasons to choose the WellSky Human Services critical incident management solution:

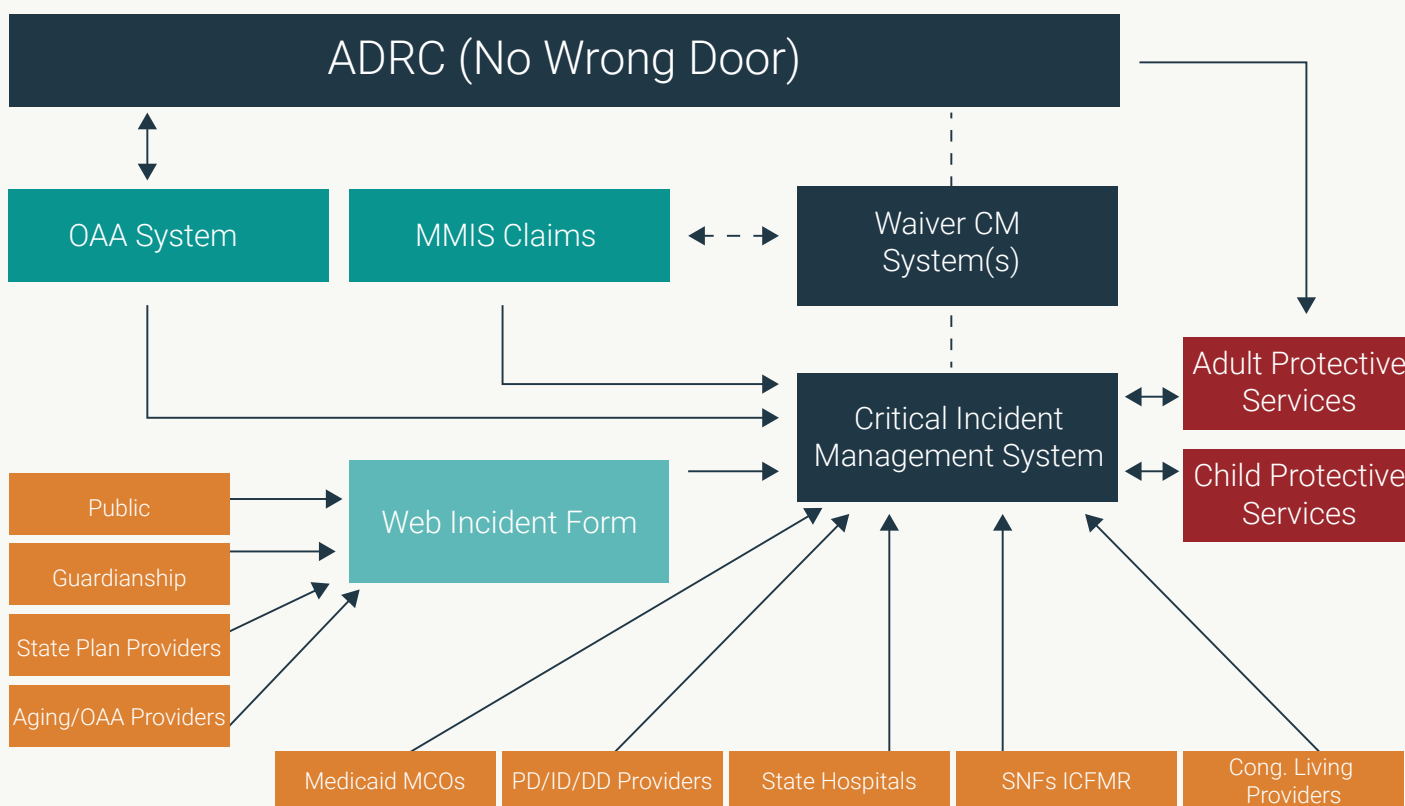
1. Achieve Access Rule compliance with a solution already in use in multiple states
2. Reduce IT costs with a modular, cloud-based infrastructure
3. Stay ahead of rapidly changing Medicaid waiver requirements with a highly configurable solution

Meet your state's incident management needs with one configurable solution

The Access Rule requires states to use information from sources other than provider reports to identify critical incidents, such as Medicaid fraud control units, adult and child protective services systems, and law enforcement, to the extent allowed by state law.

WellSky is already collecting this information in five states. Our experience in healthcare and our work managing incidents and investigations with over 20% of state adult protective services programs can help you navigate both the technological demands of data sharing, and the privacy concerns of protected health information (PHI).

Single web-based system to track critical incidents



The model above represents one approach WellSky has implemented to gather data from multiple sources. We will work with you to map a solution to your state's needs.



Configure the solution to enforce your state's requirements

The settings in WellSky Human Services can be configured by your system administrator to meet your state's definitions for incidents, severity levels, and required response times. Time-saving features in the solution make your staff more productive by:

- Auto-assigning severity levels for new cases
- Automatically calculating an investigative timeline based on the severity level, then scheduling milestones
- Adjusting staff workloads based on detailed case management data
- By automating workflows per your state-defined criteria, you standardize results across your organization.

Increase staff productivity

As state budgets tighten, your department may be coping with growing caseloads. WellSky Human Services makes your staff more productive, with automated investigation tools to:

- Initiate and conclude investigations with consistent criteria to determine if an incident occurred
- Launch workflows that propose specific mitigation steps to reduce the risk of future incidents

Achieve complete visibility of all incident data for your Medicaid population

The WellSky Human Services Critical Incident Management module equips your program to:

- Detect provider trends to identify potential systemic issues
- Collect provider data for licensing, reviews, or corrective action plans
- Examine investigation findings and the corresponding mitigation steps to manage performance
- Easily share information with your state's data warehouse

Reduce IT costs

WellSky Human Services is a highly configurable cloud-based solution that can help your state contain IT costs.

- Standardize critical incident reporting across fee-for-service (FFS) and managed long-term services and supports (MLTSS)
- Minimize change orders via self-service administration of the software.
- Budget according to predictable fees with our annual subscription model.
- Stay ahead of evolving business needs with quarterly software enhancements at no additional cost

WellSky can help develop your procurement strategy

WellSky has successfully implemented technology solutions for over 30 state programs, involving waivers, the Older Americans Act, and adult protective services. We can help you identify flexible procurement options such as contracts with NASPO, resellers, and other master contracts that can speed up the process of implementing a solution. Learn more about the Access Rule in our tip sheet: [Meet the technology requirements of the Access Rule.](#)



Learn more! Speak with a WellSky consultant to discuss your state strategy for critical incident management.

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