BSASP RISK MANAGEMENT
Contacts & Resources

IMPORTANT CONTACTS:

APS: 1-800-490-8505

Provider Support Mailbox:
ra-basprovidersupprt@pa.gov

HCSIS Help Desk:
1-866-444-1264 or
c-hhcsishd@pa.gov

BSASP Risk Manager:
Pam Treadway at
c-ptreadwa@pa.gov

Please submit questions regarding this Service Guidance Document to BSASP at RA-basprovidersupprt@pa.gov.

This resource was developed for the Department of Human Services, Office of Developmental Programs.

pennsylvania
DEPARTMENT OF HUMAN SERVICES

Periodic Risk Evaluation (PRE)

How do I complete the PRE?
Consult the PRE training

What should I do if I made an error and need to delete a PRE from QuestionPro?
Email the Provider Mailbox at ra-basprovidersupprt@pa.gov with the subject line "PRE deletion"

Should I enter a new PRE for a participant?
Email the Provider Mailbox at ra-basprovidersupprt@pa.gov with the subject line "New PRE"

What types of concerns/risks should be included in the PRE and in what domains?
- Consult the PRE Manual. The manual is only available after completing the PRE training
- Consult the Risk Domain Identification and Mitigation Infographics

Still have questions after consulting the resources?
Email the Provider Support Mailbox at RA-basprovidersupprt@pa.gov with the subject line "PRE TA"

Incident Management

What should I do if I am experiencing EIM technology related issues (roles, access, glitches, etc.)?
Contact the HCSIS Help Desk
- Email: c-hcsishd@pa.gov
- Phone: 1-866-444-1264

Email the Provider Mailbox at ra-basprovidersupprt@pa.gov if there are suspected "glitches" in the system. The subject line should read, "EIM system issues"

Is an event a reportable incident?
Consult IM Bulletin for incident categories and definitions

Where can I find information about IM policy, procedures, and regulations?
Consult IM Bulletin

Still have questions after consulting the resources?
Email the Provider Support Mailbox at RA-basprovidersupprt@pa.gov with the subject line "IM TA"

Risk Mitigation & Planning

Where can I find help for thinking through the risks identified on the PRE?
Consult the Risk Domain Identification and Mitigation Infographics

What is the Risk Mitigation Cycle and where can I find information about the cycle?
Consult the PRE: Full Risk Mitigation Evaluation Infographic

How can I develop strategies for mitigating risks?
Consult the PRE: 4 Strategies to Mitigate Risk Infographic

Still have questions after consulting the resources?
Email the Provider Support Mailbox at RA-basprovidersupprt@pa.gov with the subject line "Risk Mitigation TA"

Restrictive Interventions

How do I determine if a proposed strategy is restrictive?
- Consult the Human Rights and Restrictive Procedures; Human Rights in Depth training on MyODP
- Consult the the Restrictive Interventions- A Guide to Making Decisions on MyODP

What are the requirements and expectations for Human Rights Teams?
Consult the Bulletin # 00-21-01, Guidance for Human Rights Teams and Human Rights Committee

Still have questions after consulting the resources?
Email the Provider Support Mailbox at RA-basprovidersupprt@pa.gov with the subject line "Restrictive Intervention TA"

Adult Protective Services (APS)

How do I make a report to APS?
Call APS Hotline:
1-800-490-8505

Where can I find Information about APS reporting requirements, mandated reporters, APS law, etc.?
Referral to the DHS Adult Protective Services page

Still have questions after consulting the resources?
Email the Provider Support Mailbox at RA-basprovidersupprt@pa.gov with the subject line "APS TA"

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