

Network Service Provider (NSP) Incident Reporting After-Hours

Policy

It is the policy of Central Florida Behavioral Health Network, Inc. (CFBHN) to ensure that Network Service Providers (NSPs) report all critical incidents within time frames established by the Department of Children and Families (DCF), including times outside of normal business hours.

Purpose

The purpose of this policy is to outline the process in place to allow NSPs to report critical incidents, including those determined to require immediate intervention by CFBHN management or local DCF contacts, after regular business hours and on weekends.

Procedure

- A. An NSP may call the main CFBHN telephone number at any time to be connected to the after-hours critical incident reporting voice message system. The voice message provides step-by-step instructions to follow to leave the initial report.
- B. Once the initial information has been left, a text message is generated and sent to the Risk Manager's, or their designee's cell phone.
- C. The Risk Manager, or their designee, retrieves and reviews the message. If immediate notification to CFBHN management and/or DCF staff is indicated, such action will be initiated.
- D. The Risk Manager and/or Risk Specialist are responsible for checking the voice message line each business morning and submitting required notifications to DCF as required by operating procedure.

Network Service Provider Incident Reporting After-Hours Approval:  Alan Davidson, President/Chief Executive Officer	Date Issued: <u>02/27/2006</u> Last Revision: <u>10/29/2020</u> Review Date: <u>06/18/2025</u>
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