



### Reporting Critical Incidents

All Presbyterian Centennial Care members who get Medicaid Home and Community Based Services should be able to live a life that is free from harm. Harmful incidents (events) may be reported to Presbyterian Health Plan.

Incidents include: abuse, neglect, exploitation, emergency services, death, environmental hazards, law enforcement intervention, or a missing person.

### Who may report:

- Presbyterian Centennial Care members who get Home and Community Based Services including Personal Care Services (PCO) and Self-Directed benefit services
- Presbyterian Centennial Care members who get Behavioral Health services
- Your representative may also report a critical incident

To report an incident, contact your Presbyterian Health Plan care coordinator or call Presbyterian Customer Service using the information below.

Phone: 505-923-5200 or 1-888-977-2333 | TTY: 711

E-mail: [info@phs.org](mailto:info@phs.org)

Hours: Monday through Saturday, 7:00 a.m. to 8:00 p.m.

Navajo language Hotline: 505-923-5157 (Albuquerque), 1-888-806-8793 (outside Albuquerque)

The Presbyterian representative will file a report about the incident. The report will then be filed with the New Mexico Human Services Department (HSD).