

Prime Care Coordination Incident Management Policies and Procedures

Prime Care Coordination is committed to connecting people to the care, support, and opportunities that maximize their quality of life. Part of that commitment involves adhering to the laws and regulations that govern the services you receive from us, which helps us provide the best possible services while keeping you safe.

Prime Care Coordination's policies and procedures include information about how we handle incidents affecting your well-being. Our incident management processes are based on the laws and regulations issued by New York State (OPWDD/DOH). You can access this information by:

- **Visiting OPWDD's website at:**
https://opwdd.ny.gov/opwdd_resources/incident_management/home
- If you have any questions about this information, feel free to contact **Prime Care Coordination's Quality Assurance and Corporate Compliance Department** during business hours (585) 347-1926.

Please Note: If you are subjected to, witness, or are made aware of any abuse or neglect involving you and/or your child(ren), please contact Child Protective Services (CPS): 1-800-342-3720 if under age 18 or Adult Protective Services (APS): 1-800-342-3009 if over age 18.

If CPS/APS is contacted and/or becomes involved with you and/or your family members, please discuss this with your Care Coordination staff or our Quality Assurance/Corporate Compliance Department.



Office of Children
and Family Services

IMPORTANT: If you need to reach Prime Care Coordination after business hours (including weekends and holidays), you may contact our hotline at **1-877-387-7293**.