



## 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 opening the icons below:

### **Prime Care Coordination – Incident Management Policies**

[CQI-001 Incident Management Policy - Part 625 Policy rev. 9.01.23](#)

[CQI-002 Implementing Protective Actions - 14NYCRR Part 625\\_5.21.2024](#)

[CQI-003 Incident Management Policy Part 624](#)

[CQI-005 Jonathans Law Notification Incident Records Access Policy](#)

### **OPWDD Learning About Incidents brochure**

[Learning About Incidents 102319](#)

□ 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 1-844-347-3168. □ If you would like to request copies of this information please provide a written request to: Incident Management, 860 Hard Rd., Webster, NY 14580.

**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 notify your Care Manager.

**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**.