



March 2019

IMPORTANT MESSAGE REGARDING CRITICAL INCIDENTS

CountyCare Has New Dedicated Fax Line and Email for All Reports of Critical Incidents

New Critical Incident Fax: (312) 637-8312

New Critical Incident email: countycarequalityofcare@cookcountyhhs.org

Effective March 1, 2019, please submit all CountyCare Critical Incident Reports to the new dedicated critical incidents fax line noted above.

The CountyCare Critical Incident Reporting Form is available [here](#) on the CountyCare website.

CountyCare takes member health, safety and welfare very seriously. Any indications of abuse, neglect or exploitation are to be reported to the appropriate state agency immediately, as mandated by state law. Critical Incidents that may jeopardize the health, safety and well-being of our members by their caregiver or other trusted individuals are to be reported to the Health Plan within one (1) business day of becoming aware of an incident. Critical incidents include any of the following:

- Physical abuse
- Psychological abuse
- Neglect
- Financial exploitation

Reporters can be employees of facilities, community agencies and certain professionals, including doctors, nurses, psychologists, dentists, social service workers and law enforcement personnel. The identity of the reporter is not disclosed without the written permission of the reporter, except when required by court order.

Please click [HERE](#) for more information regarding critical incidents and reporting requirements.

Contact Us

For any questions, please call us at 312-864-8200 / 855-444-1661 toll free / 711 TTD/TTY.