

NEBRASKA DEPARTMENT OF HEALTH AND HUMAN SERVICES

# GUIDANCE DOCUMENT

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Pursuant to  
Neb. Rev. Stat. § 84-901.03




## PROVIDER BULLETIN

No. 24-03

DATE: April 2, 2024

TO: Medicaid HCBS Service Providers

FROM: Tony Green, Director  
Division of Developmental Disabilities 

BY: Ashley Knudtson, Quality Assurance Coordinator

RE: Updates to Root Cause Analysis Timelines

This bulletin is being issued to inform providers of updates to the current process for the Critical Incident Management Process regarding Root Cause Analysis (previously referred to as Targeted Analysis).

Incidents meeting the criteria for a Root Cause Analysis will be triaged into two categories: High-Level and Routine.

- **High-Level Root Cause Analyses** will maintain the existing timeframe of 12 business days with two business days to return document requests, and will be completed for incidents involving substantiated abuse, neglect, and exploitation; incidents that identify other-to-be at risk; incidents involving a participant who is missing for 24 hours or more; and incidents that are initiated by a mortality review.
  - Five business days to return an action plan for all Root Cause Analyses (previously two business days).
- **Routine-Level Root Cause Analyses** will have extended time frames and will be completed for incidents involving prohibited practices; incidents involving participant or provider trending; and incidents involving high-level medication errors.
  - Five business days to return document requests.
  - Provider related activities such as interviews and onsite reviews will be extended up to 28 business days, resulting in more time for the provider to set up and participate in interviews, and prepare for an onsite review.
  - Five business days to return an action plan for all Root Cause Analyses (previously two business days).

If you have any questions about this provider bulletin, please contact Ashley Knudtson at [Ashley.Knudtson@nebraska.gov](mailto:Ashley.Knudtson@nebraska.gov) or (402) 214-0470.