

Incident Management (IM) Virtual Office Hours (VOH)

Office of Developmental Programs' (ODP) providers of Adult Autism Waiver (AAW) and Adult Community Autism Program (ACAP) services are invited to schedule an individualized one-on-one VOH session to discuss incident management topics with representatives from ODP.

One 30-minute session per provider may be scheduled and multiple individuals from that provider may join at the provider's discretion.

Topics for discussion may include: provider-specific IM issues or concerns; Enterprise Incident Management (EIM) reports; general questions about certified investigations; brainstorming ideas on how to improve "performance" related IM tasks; review of provider IM data and compliance; discussion of provider trends; etc.

Due to the positive feedback received from attendees of our previous sessions, we will be offering additional 30-minute sessions on a first-come, first-served basis.

Friday, April 30, 2021

First scheduled session begins at 8:30 AM

To Register, please go to: <https://www.questionpro.com/t/AJrvGZiPzD>

Be sure to complete all required information to reserve a time slot.

Questions may be directed to the Provider Support Mailbox at:

ra-basprovidersuppirt@pa.gov

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