

EMERGENCY NOTIFICATIONS & SERVICE AUTHORIZATION REPORTING GUIDELINES

NOTIFICATION TYPE:

UNEXPLAINED/UNEXPECTED/SUSPICIOUS DEATH

Provider Responsibilities:

Notify the Investigations Hotline at **888-633-1313** as soon as possible but within four (4) hours.

Submit a Reportable Event Form (REF) and Initial Notification of Death form to DDA within one (1) business day.

If an autopsy is requested, DDA Investigator on-call relays to provider that DDA will be requesting an autopsy.

NOTIFICATION TYPE:

EXPLAINED/EXPECTED DEATH

Provider Responsibilities:

No phone notification needed.

Submit a Reportable Event Form (REF) and Initial Notification of Death form to DDA within one (1) business day.

NOTIFICATION TYPE:

EMERGENCY AUTHORIZATION OF SERVICES

Provider Responsibilities:

Do NOT call AOD or Investigations Hotline

Submit electronic form to Regional Plans Review email address as they would during business hours. This will provide a date/time stamp for provisional approval. After hours requests will receive a bounce back via email that acknowledges receipt of the request.

- East: **dd_etro.plans@tn.gov**
- Middle: **MTRO.PlansReview@tn.gov**
- West: **Plans.Service@tn.gov**

Please ensure supporting documentation is submitted by 9:00 a.m. the next business day.

Plans Review will act on any submitted emergency service authorization requests by the next business day.

NOTIFICATION TYPE:

POLICE INTERVENTION, CRIMINAL CONDUCT, INCARCERATION, MISSING PERSON, UNPLANNED HOSPITAL ADMISSION (MEDICAL OR PSYCHIATRIC), MOBILE CRISIS ASSESSMENT

Provider Responsibilities:

Do NOT call AOD or Investigations Hotline

Submit a Reportable Event Form (REF) within one (1) business day

NOTIFICATION TYPE:

POSSIBLE MEDIA INVOLVEMENT

Provider Responsibilities:

Executive Director should contact Regional Director or Regional Deputy Director

