



Adult Protective Services (APS) Notifications

Policy 8.04

Effective: October 1, 2025

Introduction

Tennessee law requires that notifications be made to law enforcement, the District Attorney's office, and other applicable agencies in all cases involving allegations of abuse, neglect, and/or exploitation of a vulnerable adult.

Scope

The reason for this policy is to outline the steps in which Adult Protective Services staff informs relevant agencies of the allegations.

Policy

Notification to certain agencies is required for other agencies to perform their own investigation and/or coordinate joint investigations. Confidentiality of the reporter must be protected. The notification is automatically generated based on the information documented in the case management system (CMS) by intake.

Notification to Law Enforcement and District Attorney (DA) Office

When a report alleges abuse, neglect, or exploitation (A/N/E) of an adult by another person(s), Adult Protective Services (APS) is required to notify local law enforcement and the District Attorney's (DA) office using the [1215](#). If the allegation involves an adult being harmed by another person, law enforcement and the DA must be notified regardless of the screening decision.

If allegations are identified during the investigation, the investigative specialist must add them via the CMS which will generate a [1215](#). This must be sent to law enforcement and the DA within two (2) business days. A [1215](#) will not be generated based solely on an allegation of self-neglect.

Notification to the Tennessee Bureau of Investigation (TBI)

The TBI Medicaid Fraud Control Division (MFCD) investigates fraud in healthcare facilities and/or any location where Medicaid funding is received and a vulnerable adult receiving such funding is a victim of A/N/E. Notification of these situations must be made via the [1215](#).

For current TBI notification procedures, view the [Interagency Cooperative Agreement: APS and TBI Medicaid Fraud Unit](#).

Notification to Tennessee Department of Health (TDH)

TDH must be notified if the report is regarding an alleged perpetrator, licensed by TDH Division of Health Related Boards, who is thought to have caused or permitted the harm.

Licensed healthcare professionals are reported to the TDH Health Related Boards (nurses, doctors, physical/occupational/speech therapists, etc.).

Note: Certified healthcare workers, such as certified nursing assistants (CNA), are not reported to Health Related Boards.

Notification to Health Facilities Commission (HFC)

HFC must be notified if the report is regarding a client who is or has been a resident of a facility that is/was required by law to be licensed at the time of the alleged harm. These facilities include:

- Unlicensed facilities
- Long-Term Care Facilities (LTCF)
- Homes for the Aged and Residential Homes for the Aged
- Hospitals, Residential Hospice, and Assisted-Care Living Facilities
- Home Care Organizations (Home Health, Hospice, and Home Medical Equipment)
- Intermediate and Long-Term Care Facilities for Individuals with Intellectual Disabilities (ICF/ID)

Note: These are certified by HFC but licensed by the Tennessee Department of Disability and Aging (DDA).

Notification to Tennessee Department of Disability and Aging

When a report is received in which the DDA criteria as outlined below is met, APS will notify DDA of such allegations. APS will also notify DDA of relevant alleged patient-to-patient abuse and unlicensed facilities. APS's notification will be made to the DDA Central Office Investigations Unit.

Criteria:

- allegations of A/N/E,
- serious injury of unknown cause (SIUC),
- suspicious injury,
- unexplained/unexpected deaths.

When the above allegations occur involving any of the following programs, DDA must be notified:

- home and community-based services (HCBS),
- employment and community first (ECF Choices),
- when allegations involve a paid caregiver funded by the CHOICES program groups two (2) through seven (7). (Any CHOICES member who is not in a nursing home.), and
- state and private intellectually and developmentally disabled ICFs.

Notification to Tennessee Department of Mental Health and Substance Abuse Services (TDMHSAS)

APS must notify TDMHSAS upon receipt of a report alleging A/N/E of an individual served by:

- an unlicensed facility,
- a Personal Support Services Agency (PSSA),
- an APS homemaker and/or
- the alleged perpetrator is employed by any agency contracted with or licensed by TDMHSAS.

Notification to Child Care/Adult Day Licensing

When a report alleging A/N/E in any adult day service facility is received, APS will notify the Child & Adult Care Licensing division regardless of the licensure status of the facility.

Notification to the District Long-Term Care Ombudsman

When a report alleging A/N/E of an adult in a long-term care facility is received, APS will notify the local long-term care ombudsman (LTCO) of such allegations. This includes allegations of A/N/E by facility and non-facility staff, such as family members. Long-term care facilities include:

- nursing homes,
- assisted living facilities,
- boarding homes,
- group homes, and
- Homes for the Aged.

APS should also notify the local LTCO of reports that may be screened out by APS when there is a pending eviction for non-payment.

Notification to TennCare

When a report alleging A/N/E by a caregiver paid through the HCBS portion of the CHOICES program is received, APS will notify TennCare and Long Term Services and Supports (LTSS) of such allegations.

Notification to Vocational Rehabilitation

When a report alleging A/N/E in a state-owned/operated or contracted Vocational Rehabilitation facility is received, APS will notify the Vocational Rehabilitation Division.

Out-of-State Reports

For all out-of-state reports, a notification shall be sent to the law enforcement agency in the jurisdiction in which the allegations occurred.

Supporting Documents

[HS-1215 APS Report of Alleged Abuse, Neglect, or Exploitation of an Adult Instructions](#)

[Notifications Chart](#)

[Interagency Cooperative Agreement: APS and TBI Medicaid Fraud Unit](#)

[APS Notifications Procedures](#)

Definitions/Acronyms

Term	Definition
APS	Adult Protective Services
A/N/E	Abuse, neglect, or exploitation
CMS	Case Management System
DA	District Attorney
DDA	Department of Disability and Aging
ECF	Employment and Community First
HCBS	Home and Community-Based Services
HFC	Health Facilities Commission
ICF/ID	Intermediate Care Facilities for Individuals with Intellectual Disabilities
LTC	Long-Term Care
LTCF	Long-Term Care Facility
LTCO	Long-Term Care Ombudsman
LTSS	Long Term Services and Supports
MFCD	Medicaid Fraud Control Division
PSSA	Personal Support Services Agency
Ombudsman	A government official who oversees nursing homes and assisted living facilities; an expert in the laws and regulations that apply to nursing homes and assisted living facilities.
SIUC	Serious injury of unknown cause
TBI	Tennessee Bureau of Investigation
TDH	Tennessee Department of Health
TDMHSAS	Tennessee Department of Mental Health and Substance Abuse Services

Supersedes

8.03 APS Background Checks, eff. date 10/01/2023

Approval History

Approved By	Approver Title	Approved Date	Effective Date
Clarence H. Carter	Commissioner	09/25/2025	10/01/2025
Clarence H. Carter	Commissioner	09/06/2023	10/01/2023
Clarence H. Carter	Commissioner	08/30/2022	09/15/2022
Clarence H. Carter	Commissioner	09/17/2021	09/22/2021
Clarence H. Carter	Commissioner	06/01/2021	07/01/2021

Revision History

Date	Version	Location of Change	Description/Reason for Change
09/25/2025	10/01/2025	Policy Section	This policy revision added guidance for allegations regardless of the licensure status.
11/15/2024	10/01/2023	Policy Section and Definitions	This policy revision updated DIDD to DDA.
09/06/2023	10/01/2023	Policy Section	Edited TDH section, created HFC section, adjusted one heading.
08/30/2022	09/15/2022	Policy Section	Edited text for grammar and clarity. Updated reporting requirement involving certified health care workers.
09/17/2021	09/22/2021	Policy Section	Additional verbiage to clarify that DIDD must be notified in certain instances and to add paid CHOICES caregivers to the listing.
06/01/2021	07/01/2021	New Document	New Document

Approved By	<i>Clarence H. Carter</i>	Approval Date	09/25/2025
Authority	Tenn. Code Ann. § 71-6-103(d)(1), (2)	Effective Date	10/01/2025
Application	Adult Protective Services staff		