

Serious Reportable Events and Provider Preventable Conditions requirements

Reporting requirements for Serious Reportable Events and Provider Preventable Conditions

Serious Reportable Events (SRE) and Provider Preventable Conditions (PPC) must be reported to UnitedHealthcare Community Plan of Massachusetts at [Critical Incident SCO@uhc.com](mailto:Critical_Incident_SCO@uhc.com). Timely reporting of SREs and PPCs allows us to:

- Meet MassHealth oversight requirements
- Ensure member safety and continuity of care
- Confirm compliance with non-payment rules
- Support corrective action and quality improvement

SRE overview and reporting details

SRE results in an adverse patient outcome and are clearly identifiable and measurable. It's also influenced by facility policies or procedures where the event occurred. In 2025, the National Quality Forum updated [their list of SREs](#) to align with the Joint Commission's list of Sentinel Events.

SRE reporting requirements

Facilities must report SREs:

- Within 7 days of the event
- Through the Health Care Facility Reporting System (HCFRS)
- To Massachusetts Department of Health (DPH) and to the patient/family

For 30-day follow-ups, facilities must submit:

- Root cause analysis
- Preventability determination
- Corrective actions implemented

For immediate notifications, certain events (e.g., unanticipated death, suicide, serious criminal acts) require immediate phone notification to DPH prior to standard reporting.

PPC overview and reporting details

Provider Preventable Conditions (PPC) meet the definition of a Health Care–Acquired Condition (HCAC) or an Other Provider Preventable Condition (OPPC). PPC's are reasonably preventable through evidence based guidelines and occur during care provided to a UnitedHealthcare Community Plan member.

Categories of PPCs

- HCACs in inpatient hospital settings
- Retained foreign object after surgery or invasive procedure
- Death or serious injury associated with an intravascular air embolism
- Blood incompatibility
- Patient death or serious injury associated with falls and trauma
- Pressure ulcers, stages III & IV
- Surgical site infection
- Vascular catheter associated infection
- Catheter associated urinary tract infection
- Deep vein thrombosis/pulmonary embolism following certain orthopedic procedures: hip replacement
- Deep vein thrombosis/pulmonary embolism following certain orthopedic procedures: total knee replacement

- Iatrogenic pneumothorax with venous catheterization
- Manifestations of poor glycemic control

OPPCs in any care setting

- Surgical or other invasive procedure performed on the wrong surgical site
- Surgical or other invasive procedure performed on the wrong body part
- Wrong surgical or other invasive procedure performed on a patient

Relationship between SREs and PPCs

- Some events qualify as both an SRE and a PPC
- Some SREs are not PPCs under MassHealth policy
 - Defined in MassHealth Provider Manual Appendix U (SREs not PPCs)
 - Defined in MassHealth Provider manual Appendix V (PPC billing and reporting)

Resources

- [SRE annual reports, guidance and reporting tools](#)
- [DHS reporting guidance](#)

Questions? We're here to help.

For chat options and contact information, visit UHCprovider.com/contactus.