

Scenario	Type of Incident	Provider Action Step	Submit via ALPHA PORTAL BUS MODULE
Member had doctor's appointment and services were not provided	Service Break	Document the service break in the member record	No
Member went on vacation and did not receive services	Service Break	Document the service break in the member record	No
Regularly scheduled staff out due to illness. Back-up staff was offered but member/family did not want another staff person <b>or</b> back-up staff was unavailable	Failure to Provide Back-Up	Complete Failure to Provide Back-up Staffing Incident Report	Yes
Regularly scheduled staff quit. Back-up staff was offered but member/family did not want another staff person <b>or</b> back-up staff was unavailable	Failure to Provide Back-up	Complete Failure to Provide Back-up Staffing Incident Report	Yes
member/family not utilizing all authorized service units available	Service Break	Document the service break in the member record	No
Member/family did not notify the supervisor that regularly scheduled staff did not show up for work until several days after the fact	Failure to Provide Back-up	Complete Failure to Provide Back- up Staffing Incident Report	Yes
New regularly scheduled staff in the process of being hired. Back-up staff offered during interim but declined <b>or</b> back-up staff was unavailable	Failure to Provide Back-up	Complete Failure to Provide Back- up Staffing Incident Report	Yes
Member did not have services over a holiday per member/family request	Service Break	Document the service break in the member record	No
Member/Parent/Guardian requested no staff to come to give consumer a break	Service Break	Document the service break in the member record	No
Member/Family requested no services due to inclement weather	Service Break	Document the service break in the member record	No
Member is sick and unable to participate in services	Service Break	Document the service break in the member record	No
Member is in the hospital	Service Break	Document the service break in the member record	No
Member/Family had a scheduling conflict and requested cancellation of services	Service Break	Document the service break in the member record	No
Provider is closed for a holiday	Service Break	Document the service break in the member record	No
Provider is closed or closes early due to inclement weather	Service Break	Document the service break in the member record	No