

Death Reporting Procedure

DEATHS

- **Within 24 hours of CRSP knowledge** of member's death - **AFTER PRIMARY SOURCE VERIFICATION** with the Medical Examiner (county of member's death), Hospital, or Funeral Home (Obituary- may also be available online at – <https://www.legacy.com/>) **Report to Office of Recipient Rights (ORR)**
- **Fax completed form** "How to Get A Death Log Number From ORR" if you cannot reach the office by phone.
 - **If you need to fax** anything to ORR, please do so to the **ORR Secure Fax line at (313) 833-2043**.
This contact information can also be found on the "You Have Rights" red and white poster that must be posted at your organization
- You may **call** the **ORR Hotline at (Toll Free: 1-888-339-5595)** to **report** all deaths or other rights related questions, incidents and reporting matters.



Death Reporting Procedure Continued

In the **“Action Taken”** section of the Critical/Sentinel Event, the **Death Log Number from ORR** must be included if received (**If** you have not received the number when you call to make the report report, you must include the date/time of ORR Notification in this section).

CRSP staff MUST Complete a Critical Event (for **ALL** deaths) in MH-WIN; and, if available, **include Death Log # and Medical Examiner’s #** immediately after reporting to ORR via fax or call. (*Do not wait for the DL# before entering the critical event*)

Within 10 business days AFTER receiving the Death Log # you must complete the “Report of Death (DWIHN Version)” found in the Demographic/Financial area of member’s record in MH-WIN.

MEMBER DEATHS **IN** HOSPITALS, NURSING HOMES, OR HOSPICE - the “Report of Death (DWIHN Version)” **NOT** required.