

### Restraint Tracking

**Scope:** This Provider Alert will apply on a rolling timeline to all contracted providers for all levels of care across all Community Care HealthChoices networks. The instruction in this alert is specific to when a Community Care member experiences a physical restraint utilized by the provider.

**Purpose: Beginning January 1, 2023,** child and adolescent psychiatric residential treatment facility providers (PRTFs) are to report all physical restraints for Community Care members within 24 hours of the restraint. For providers offering all other levels of care, Community Care will engage in discussions with providers about physical restraint reporting and will implement this reporting requirement at a later date.

Community Care has developed a convenient online reporting process for restraints in the secure ePortal, much like the reporting process for significant member incidents. Should an event meet the description of a restraint AND a significant member incident, providers can use this ePortal process once to satisfy both reporting requirements by using the significant member incident portal process.

To assist providers, Community Care has designated the following definitions of two types of physical restraints:

- A manual restraint is a restraint using a manual method or physical hold that immobilizes or reduces the ability of a member to move his or her arms, legs, body, or head freely.
- A mechanical restraint is a restraint using a mechanical device, material, or equipment that immobilizes or reduces the ability of a member to move his or her arms, legs, body, or head freely.

Community Care is asking that providers do not report escorts at this time. A physical escort is defined as using bodily contact, without the use of force, to guide a member to walk to another location. This requirement does not replace any reporting required by other entities, including, but not limited to, primary insurance carriers, state, or federal bodies.

## Provider Alert # 18

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For more information regarding Community Care's ePortal, please view the ePortal Getting Started Guide ePortal Getting Started Guide: [HealthChoices Providers - Community Care \(ccbh.com\)](https://ccbh.com).

If you have any questions, please contact your Quality Management or Provider Relations Representative.

All HealthChoices Networks