
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Critical Incidents – Incident Retrieval

User Guide

11/26/2024

Context

When a critical incident is submitted, IMPA sends an email notification to the Case Manager responsible for the member. If another user within your organization submitted the incident and you receive a notification email for a submitted (sections 1-10) and/or completed (sections 11-12) incident involving a member under your responsibility, you must register for the "Incident Retrieval" role to access the details.

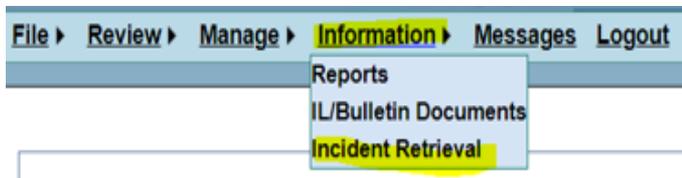
“Incident Retrieval” Role Access Steps

To retrieve submitted/completed incidents, please follow the following steps:

- Step 1: If you already have an account in IMPA, proceed to Step 2. Otherwise, create an account by visiting [IMPA](#) and clicking “Register New Account”.



- Step 2: Request access to the “Incident Retrieval” role using the [IMPA CIR Access Form](#). Be sure to select “Incident Retrieval” role when completing the form.
- Step 3: Once your access has been approved, log in to IMPA. From the navigation bar, go to: Information > Incident Retrieval.



Steps continued in next page.

“Incident Retrieval” Role Access Steps (Cont’d)

■ Step 4: On the Incident Retrieval Page:

- Enter the incident number and the email address associated with the incident.

Critical Incident Reports

Search Criteria

Incident ID:	<input type="text"/>
Case Manager Email:	<input type="text"/>

- Ensure the email matches exactly with the one you got the email notification.

Sent: Thursday, November 21, 2024 8:57 AM
To: [REDACTED], Bini [HHS] <[REDACTED]@dhs.state.ia.us>
Subject: Fwd: IMPA: Critical Incident [REDACTED]

CAUTION: This email originated from outside the Department of Health and Human Services. Do not click links or open attachments unless you recognize the sender and know the content is safe.

----- Forwarded message -----
From: <[REDACTED]@dhs.state.ia.us>
Date: Thu, Nov 21, 2024, 8:55 AM
Subject: IMPA: Critical Incident [REDACTED]
To:

Dear User(s),

This email is generated from the Iowa Medicaid Portal Access (IMPA) application. If you think you have received this in error, please delete this email and notify IMPA Support (IMPAsupport@dhs.state.ia.us).

A new critical incident #32892 was submitted for one of your assigned members.

Visit this link to access the incident [IMPA](#)

Thanks,
IMPA (Iowa Medicaid Portal Access)
IMPAsupport@dhs.state.ia.us

- Step 5: Click Search, if the incident number and email are valid and associated, a PDF copy of the incident will be available for download.

Incident ID	Medicaid State ID	Member Name	Incident Occurred Date	Reporter Name	Case Manager Name	Case Manager Type	Completed	Incident Created Date
18961	[REDACTED]	[REDACTED]	11/24/2024	[REDACTED]	[REDACTED]	IHH Care Coordinator	False	11/25/2024