

Provider Bulletin

Molina Healthcare of Washington, Inc.

September 1, 2026

New HCA Critical Incident Reporting Form Available Beginning September 1, 2026

Molina Healthcare of Washington, Inc. is notifying providers that effective **September 1, 2026**, the Washington State Health Care Authority (HCA) will implement an updated **Critical Incident Form (HCA 82-0673)** for reporting critical incidents involving individuals receiving behavioral health services. Providers should begin using the new form for applicable incident reporting and ensure staff are familiar with the updated reporting process.

HCA has released an updated Critical Incident Form to standardize the collection and reporting of critical incident information across providers, Managed Care Organizations (MCOs), and Behavioral Health Administrative Service Organizations (BH-ASOs).

The revised Changes made to the form are as follows:

- Instructions are included at the beginning of the form.
 - These instructions explain the process depending upon whether it is a Behavioral Health Agency (BHA) or a different program or service reporting the critical incident.
- A Questions section identifies who to contact with questions.
- Health Homes is now added to the form.
- In Section 4, Incident Information, the boxes for reporting information is set up to mimic drop-down categories.

What You Need to Do

Providers should take the following actions before September 1, 2026:

- Download and review the updated HCA Critical Incident Form.
- Update internal policies, procedures, and reporting workflows as needed.
- Train staff responsible for incident reporting on the new form requirements.
- Replace any outdated critical incident reporting templates currently in use.
- Ensure timely reporting of critical incidents in accordance with HCA, Department of Health, and contractual requirements.

Access the New Form

The updated HCA Critical Incident Form (HCA 82-0673) can be accessed at

<https://www.hca.wa.gov/assets/billers-and-providers/82-0673-critical-incident-form.pdf>

Questions?

If you have questions regarding critical incident reporting requirements or your organization's reporting obligations, please contact the Healthcare Authority.

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