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SERVING BURKE & CATAWBA COUNTIES

MHP Provider Network Procedural Update #5

TO: MHP Provider Network

FROM: Mental Health Partners – Quality Management

RE: Incident Reporting through the NC-IRIS System

NOTIFICATION DATE: July 12, 2010

EFFECTIVE DATE: July 1, 2010

Please remember, Providers are required to report all Level 2 and 3 incidents into the IRIS system as this is a requirement that became effective July 1, 2010.

As with all electronic databases, the IRIS system may be unavailable from time to time. This is the message that will be displayed when a Provider attempts to get into the IRIS system and it is unavailable.



Please come back later.

Additionally, if providers cannot key incident reports into the IRIS system within the 24/72 hour requirement because of technical difficulties regarding access to IRIS, the provider is responsible for submitting the report in paper form through Greenfax to the Mental Health Partners within the timeframe required and then go back and key into IRIS when IRIS becomes available.

Remember, the link to enter incidents into the IRIS system is as follows:

<https://iris.dhhs.state.nc.us/Default.aspx>

ACCESS TO CARE 1-877-327-2593 (TOLL FREE) 24/7/365
www.mentalhealthpartners.org