

**Military OneSource Program  
Policies and Procedures  
Attachment 31**

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**SUBJECT: ADVERSE INCIDENT**

**Effective Date: 02/14/2012**

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**PURPOSE:** To provide direction and guidance on the notification and documentation requirements in the event of adverse incidents for the Military OneSource (MOS) Program. Adverse incidents include a range of events and situations that may cause harm or injury to a participant or reflect negatively on the MOS program through media attention including but not limited to the following:

- Suicide
- Homicide
- Serious harm or injury
- Any other event or situation that may reflect negatively on the MOS Program

The Contractor is responsible for ensuring MOS staff and network providers adhere to the policies and procedures in the event of an adverse incident for Military OneSource.

**POLICY:** The Contractor shall develop, maintain, and execute a process for notification to the Government MOS Program Office of any situation or incident that could potentially generate negative media or other attention to the MOS Program.

**PROCEDURES:**

1. All adverse incidents are required to be reported to the Government MOS Program Office within 24 hours.
2. Adverse Incident Reporting Requirements

**Section 1**

Situation specifics and summary - Name, Type of Incident, Date of Incident, Participant's Relation to Service Member, Branch, Location, Etc.(links to media report)

**Section 2**

MOS Staff Member involved- Name, Position Title, License, Length of Time with Vendor, any Performance Issues, MOS Training Complete (list title and date completed)

**Section 3 (if incident involves non-medical counseling)**

MOS Provider - Name, License (State), Credentialed (date), Contract Signed (date), Length of Time with Vendor, Number of Case Reviews, Sanctions, Subject of Provider Review Committee, MOS Training Complete (list title and date completed), Current Status with Vendor,

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Session Notes - Date, Time, Method (via face to face session, telephonic, web), Complete Record from Provider.

**Section 4**

Plan of Action

3. A summary of these incidents will also be included in the monthly report.

**EXCEPTIONS:** There are no exceptions to this policy without Government MOS Program Office written approval.