



April 18, 2019

To: Eastpointe Provider Network

From: Eastpointe Monitoring Department- IRIS Team

Date: April 18, 2019

Re: IRIS System 'Verbal Report Immediately' Submission Requirements

Incident Reporting through NC DHHS IRIS System requires an Immediate Verbal Report submission for Level 3 incident reports and Death reports. This requirement for Eastpointe MCO can be completed electronically 24/7 - please use the following steps:

- Go to **Eastpointe Homepage**
- click on **Provider**
- click on **Meetings and Trainings**
- under **Trainings** click on **Provider Monitoring**
- right side of page **Initial Reporting of Level 3 Incident Report**

Thank you.

Reference: page 5, Incident Response and Reporting Manual February 2011
<https://files.nc.gov/ncdhhs/documents/files/incidentmanual2-25-11.pdf>

Network Operation Call Center
1.888.977.2160

Direct Access to Services
1.800.913.6109