

Incident Management System

Report Incidents of Abuse, Neglect and Exploitation to:
The Division of Health Improvement
Incident Management Bureau

Hotline: 1-800-445-6242

Fax: 1-800-584-6057

All allegations of ANE should be reported by telephone.

Once reported via telephone, if asked to complete a written form, it can be found online at:

https://www.hca.nm.gov/report-abuse-neglect-exploitation/



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ANE Reporting Procedure - SFY 2017

- Ensure the health & safety of the consumer.
- Involve emergency medical services (EMS) and/or law enforcement as needed.
- Notify the Incident Management Bureau (IMB) via telephone of the allegation of ANE, suspicious injury, environmental hazard or death.
- Notify IMB of the Immediate Action and Safety Plan used to ensure health and safety of each consumer involved or in potential danger.
- Complete the ANE Report Form when requested to do so by the IMB and fax/email in by time requested; the ANE Report Form can be completed and submitted online: https://www.hca.nm.gov/report-abuse-neglect-exploitation/

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