

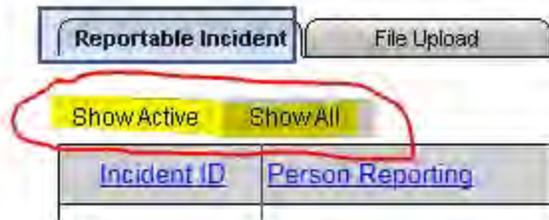
## My reportable incident or investigation is no longer visible?

### Concern:

Our staff reported a “Reportable Incident” through the LTC Providers Reporting Portal, however, when I opened the portal and selected the “Reportable Incident” tab the event was no longer there. What happened with this event?

### Answer:

With both the system, and the providers’ perspectives, Reportable Incidents are either “Active” or “Closed”. When the status is Active, the event will appear under the Active tab; however, when the status changes to Closed the event will only appear under the Show All tab. The status changes because someone within the State Agency reviewed the submitted event and chose to Close the report.



When the status changes to “Closed” the system does not delete the event, rather it just requires the user to select the Show All tab to locate the event. This same situation occurs under the File Upload tab (used to submit investigation results) as the status of the Investigation may be changed from “Active” to “Closed”. The user would then need to select the Show All tab to see the closed file report.

