

- Back-up plans must be accurately entered into the case record to meet CMS federal requirements.
- Back-up plans should include the contact(s) first and last name, phone number, relationship to the participant, and assistance they would provide if needed.
- The person listed as the emergency backup plan is not required to actually meet all of the participant's needs but would be able to help coordinate care during emergencies.
- 911 should only be used in rare situations. Assessors should help the participant identify other possible contacts, such as neighbors, friends, family members, church members, etc.
 - If 911 is used as the Emergency Contact on the InterRAI, a case note is required further detailing there are no other options for a back-up plan

Appropriate

- Jane Doe/Daughter/555-555-5555 - Jane is available to assist with all daily unmet needs if needed.
- John Smith/Son/555-555-5555 – John is available to prepare or bring meals if needed. Participant is able to complete all other tasks in the event of an emergency or absence of aid.
- Susie Davis/Neighbor/555-555-5555 – Susie checks on Pt daily. If aide was unavailable, Pt could rely on Susie to meet unmet needs.

Inappropriate

- I do not need a back-up plan. I can take care of myself.
- I would call DSDS or my case manager
- Someone would assist me eventually.
- Listing “RCF” or “ALF”.
- Emergency Contact name, relationship, and phone number. (Missing what assistance would be provided)

Questions to help obtain an appropriate back-up plan:

- In the event your aide/attendant is unavailable, can you provide a name, telephone number, and relationship status for someone who can directly assist you on short notice? What will they be able to assist you with?
- How would your emergency contact listed in your back up plan specifically assist you to ensure your needs are met and you remain safe in your home?