

ILLINOIS DEPARTMENT ON AGING (IDoA)
DIVISION OF HOME AND COMMUNITY SERVICES

Title: Person-Centered Planning, Individualized Back-Up Plan	CREATED: March 31, 2017 By: Jose Jimenez	
	ELECTRONIC FILE NAME: Individualized Back-Up Plan Policy	
	EFFECTIVE DATE: April 1, 2017	
OPERATIONS POLICY: IDoA will implement policy and procedure for completion of an Individualized Back-Up Plan for each CCP participant.	Last Revisions: May 15, 2017	By: Desirey Ackermann
	Approved By: Jennifer Reif	Date: May 15, 2017
SEARCH WORD(S): Individualized Back Up Plan Person-Centered Planning	Pertains to: <input checked="" type="checkbox"/> CCU <input checked="" type="checkbox"/> In-Home Service <input checked="" type="checkbox"/> Adult Day Service <input checked="" type="checkbox"/> Emergency Home Response Service <input checked="" type="checkbox"/> Other—MCO for Informational purposes only	
REQUIREMENT: Each CCP participant shall have an individualized back up plan to assist with minimizing any potential risk factors as a part of the person-centered planning process. Each CCU and CCP provider agency will follow IDoA's policy and procedure for completing and updating this plan.	RULE REFERENCE: N/A OTHER REFERENCE(S): CFR, 441.301 2 (vi) Federal HCBS Waiver Regulations	
	Rescinds Previous IDoA Policy:	
	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Yes
	Title:	Date:

PURPOSE: As part of the Person-Centered Planning process, the Individualized Back-Up Plan assists the participant, family members, and authorized representatives, as well as staff from Care Coordination Units (CCUs) and Community Care Program (CCP) provider agencies, while they are in the home to identify responsible parties/contacts in case of an emergency or urgent need for various services utilized by the participant.

POLICY: The development of the Individualized Back-Up Plan is completed by the Care Coordinator in collaboration with the participant and is specific to the participant's needs and preferences. The Individualized Back-Up Plan shall be completed at the initial

assessment and is reviewed at the annual redetermination to determine if any changes are needed. The Individualized Back-Up Plan is a tool to assist the participant and family members/authorized representatives, social service agencies, and emergency response providers with up to date contact information that is specific to the participant's needs.

The Care Coordinator will collaborate with the participant about posting the Individualized Back-Up Plan in a location that is accessible to the participant, other providers, and family members/authorized representatives that support the participant. The Individualized Back-Up Plan includes the names and phone numbers of the person(s) and agencies who are available to immediately assist the participant if needed. The IDoA template for the Individualized Back-Up Plan is to be utilized by all CCUs to ensure uniformity across the State.

*If the participant refuses to post the Individualized Back-Up Plan in their home, then the CCU should thoroughly explain the importance of the Individualized Back-Up Plan to the participant (Alternative placement options should be discussed if the participant does not want to post the Individualized Back-Up Plan in a common area of their home). Should they still refuse, the Care Coordinator must document in the participant's case notes the refusal to post the plan, inform the necessary provider agencies and keep an electronic and hard copy on file.

PROCEDURES:

Care Coordination Units: The Individualized Back-Up Plan will be completed by the Care Coordinator in collaboration with participant at the time of initial assessment and annually at redeterminations. A hard copy will be kept in the participant's file and kept electronically at the CCU. Any required adjustments will be completed by the Care Coordinator and sent via email or fax to the provider within 24 hours to be replaced in the participant's home, unless the Care Coordinator will be visiting the home within the next business day.

Community Care Program Providers: CCP providers play a critical role in ensuring that the contact information contained in the Individualized Back-Up Plan is up to date. Any adjustments needing to be made to the Individualized Back-Up Plan must be communicated by the provider to the CCU by the next business day. Once the adjustments are made and received via email or fax from the CCU the In-Home Service provider must print the new Individualized Back-Up Plan and replace the form in the participant's home at the next scheduled in-home visit.

Participants who receive only ADS services can have their Individualized Back-Up Plan printed and sent home with them from the ADS. Detailed instructions should be provided at the initial assessment or annual redetermination as to the importance of the Individualized Back-Up Plan and where it should be located in the home.

Participants who receive only EHRS services can have their Individualized Back-Up Plan mailed to their home with their Plan of Care Notification Form. Detailed instructions

should be provided at the initial assessment or annual redetermination as to the importance of the Individualized Back-Up Plan and where it should be located in the home.