



BUS Update Memorandum

TO: All BUS Users
FROM: Terry Burnham - BUS Analyst
DATE: May 11, 2015
RE: Contingency Plan - Verification Check Box

What is changing?

A verification check box has been added to the Contingency Plan section located in a HCBS waiver participant's Service Plan record in the BUS.

Case Manager has discussed the need for and/or has developed a contingency plan that addresses 24 hour back-up for critical services interruption with the Client and/or Guardian.

What is a Contingency Plan?

Case managers must develop a contingency plan in coordination with the participant, the participant's family or guardian and the participant's physician, which describes how the participant may receive necessary care in the event that the participant's family or service provider becomes **temporarily or permanently unavailable** due to an emergency situation or to unforeseen circumstances that put a participant's health and welfare at risk.

The contingency plan should provide a **description of specific services or support** that will be implemented and should be individualized to the participant's specific needs, including names and contact information for those who will provide back-up support. A contingency plan should include more information than just, "participant will contact 911." This alone is not sufficient.

Contingency plans do not apply when a participant is residing in an alternative care facility.

Emergencies may include:

- failure of a family member, support worker, or caregiver to appear when scheduled to provide necessary services
- death of a parent or guardian
- hospitalization
- natural disaster
- any other kind of possible emergency where a participant's services might be in jeopardy or interrupted



For Colorado Choice Transition (CCT) clients:

An emergency back-up plan and a risk mitigation plan must be developed by the Intensive Case Manager (ICM).

- Single Entry Point agencies should enter **both of these plans** into the Contingency Plan section of the service plan on the BUS.
- Community Centered Boards should enter the **emergency back-up plan** in the Contingency Plan section of the service plan, and enter the **risk mitigation plan** in the risk assessment section of the service plan on the BUS.

Why is this changing now?

The annual Quality Improvement Standards (QIS) process requires the Department to verify the accuracy of their waiver participant's service plans and utilization of services. This new check box further **automates the QIS process** allowing the Department to pull data from the BUS regarding contingency plans. This will **decrease the burden** on Case Management Agencies who currently perform this review manually. Because this change did not take effect until early 2015 we anticipate that it will not have a big impact on the 2014-15 QIS review, however it will be more effective for the 2015-16 QIS review process and going forward.

When is this change effective?

Effective immediately.

Questions?

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