



ON-CALL & CRISIS CALLS

8:00pm-8:00am



Care Management Helps

When to Call Your Care Manager

Members and their family can call the Care Manager for any non-emergency needs Monday-Friday 8:00 am to 5:00 pm. Care Managers are expected to respond to a call after within 1 business day. Care Managers provide member/families with their phone and email in their very first meeting.

Who to Call After Regular Business Hours

In a non-life threatening emergency after business hours, call the on-call number. An answering service notifies on-call staff (director or RVP) immediately, who attempts to handle the call. In a regional need, on-call staff reaches out to regional staff staff to respond. After hours non-emergency calls are sent to the Care Manager for follow up the next business day. Members can also call their Care Manager directly and leave a voicemail after regular business hours for non-urgent needs.

Reach Your Care Manager After Business Hours

Members and families can call the LIFEPlan on-call number after business hours or on the weekend. On-call Phone # 1-800-232-7145

Where to Find the On-Call Phone Number

- LIFEPlan Website Contact page
- Care Manager voicemail
- Care Manager email signature
- Printed on the Member's Life Plan

When to Call for an Emergency

When in imminent danger or in need of emergency assistance, first call 911. The on-call number is for follow up after initial emergency assistance is provided.

When to Call Your Care Manager if in Crisis

Call your Care Manager during regular business hours for general needs and questions. When in a crisis after regular business hours, such as loss of shelter or if in danger of harm or in an immediate medical need that is not life-threatening, call the on-call phone number. On-call phone requests will be responded to immediately.

All LIFEPlan documents are created as general guides. We understand that each situation is unique and this information is subject to change. Please reach out to your Care Manager if you have questions or need additional information.
LIFEPlan Member Engagement 04.22