



CONTACTING YOUR CARE MANAGER AFTER HOURS

5:00pm - 8:00am



Care Management Helps

When to Call Your Care Manager

Members and families can call the Care Manager for non-urgent needs Monday - Friday 8:00am - 5:00pm. Care Managers respond to calls within 1 business day. Care Managers provide members and families their phone number and email in the first meeting.

When to Call After Regular Business Hours

Members and families can call the LIFEPlan on-call phone number after business hours 5:00pm - 8:00am or on the weekend.

When there is a serious need after business hours, such as loss of shelter, if in danger of harm, or in an immediate medical need that is not life-threatening, members and families can call the on-call phone number.

On-call Phone # 1-800-232-7145

On-call phone requests will be responded to immediately by on-call staff. Regional staff will be contacted if needed.

For non-urgent needs after business hours, members and families can call their Care Manager directly to leave a voicemail. Care Managers or their Supervisor will follow up the next business day.

Find the On-Call Phone Number

- LIFEPlan Website Contact page
- Care Manager voicemail
- Care Manager email signature

Example:



John Doe

Care Manager, Mohawk Valley

LIFEPlan CCO NY

258 Genesee St., Mezzanine Level, Utica, NY 13502

Direct Line and Fax: 315.555.5555

Office: 315.525.2612 ext. 555

After Hours On-Call: 1-800-232-7145

John.Doe@lifeplanccony.com

When to Call for an Emergency

When in imminent danger or in need of emergency assistance, first call 911. After emergency assistance is provided, members and families may follow up with the on-call phone number.

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.

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