

## 24-hour emergency assistance

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Legal authority	<a href="#">Federally approved BI, CAC, CADI and DD waiver plans, Minn. Stat. §245D.03</a>	
Definitions	<p><b>24-hour emergency assistance:</b> On-call counseling, on-call problem solving and/or immediate response for assistance at a person's home due to a health or personal emergency that is not related to an injury or an immediate danger. This service does not replace the use of 911 when necessary.</p> <p><b>Immediate response:</b> A timely action done without delay. An immediate response does not require staff to be physically present if alternative delivery methods are chosen and work for the person. The type of immediate response must be specific to the person's needs, as identified in their support plan.</p> <p><b>Primary caregiver:</b> Individual principally responsible for the care and supervision of the person. The primary caregiver must maintain their primary residence at the same address as the person and be named as an owner or lessee of the primary residence.</p>	
Eligibility	<p>A person is eligible to receive 24-hour emergency assistance if they meet <b>one of the following sets of criteria:</b></p> <ol style="list-style-type: none"> <li>The person: <ul style="list-style-type: none"> <li>Lives in their own home (refer to <a href="#">CBSM – Requirements for a person's own home</a>).</li> <li>Does not receive 24-hour supervision.</li> <li>Would otherwise require extensive, routine supervision in the absence of this service.</li> </ul> </li> <li>The person lives with a primary caregiver who would otherwise require extensive support in the absence of this service to secure help in the event of an emergency.</li> </ol>	
Covered services	<p><b>Non-equipment</b> This service covers the following non-equipment services:</p> <ul style="list-style-type: none"> <li>Immediate response for assistance at the person's home.</li> <li>On-call counseling and problem solving.</li> </ul> <p><b>Equipment</b> This service covers the following equipment services:</p> <ul style="list-style-type: none"> <li><a href="#">Personal emergency response system (PERS)</a> installation and testing</li> <li>PERS device and monitoring.</li> </ul>	
Non-covered services	<p><b>Not covered within the service</b> 24-hour emergency assistance does not cover:</p> <ul style="list-style-type: none"> <li>Scheduled on-call support provided through other services.</li> <li>Staffing for other services.</li> <li>Staff person sleeping or awake overnight in the person's own home.</li> </ul> <p><b>Services that cannot be authorized with 24-hour emergency assistance</b> If a person receives 24-hour emergency assistance, they cannot receive state plan or waiver services that duplicate this service, such as:</p> <ul style="list-style-type: none"> <li>24-hour customized living.</li> <li>Community residential services.</li> <li>Family residential services.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Integrated community supports.</li> </ul>
<b>Remote support</b>	24-hour emergency assistance can be delivered through remote support. Services delivered through remote support must meet all the requirements listed on <a href="#">CBSM – Remote support</a> .
<b>Documentation</b>	<p><b>Non-equipment</b></p> <p>If the person has an unexpected need for non-equipment services, the lead agency can authorize the service right away. Then, the lead agency must review the person’s support plan within five days of service initiation and update the support plan to meet the person’s ongoing needs, as necessary.</p> <p>The support plan must identify:</p> <ul style="list-style-type: none"> <li>• When the service will be available to the person (e.g., overnight, increased during certain times of year).</li> <li>• How the service will be provided (e.g., in person, telephone).</li> <li>• Provider responsible to deliver the service.</li> <li>• Specific provider qualifications necessary to meet the person’s needs.</li> <li>• When the pattern of service usage indicates the person may need other services.</li> </ul> <p>Whenever the person needs other services, the support planning team must meet to revise the plan to meet the person’s assessed needs.</p> <p><b>Equipment</b></p> <p>For information about equipment documentation requirements, refer to the support plan requirements section of <a href="#">CBSM – PERS</a>.</p>
<b>Secondary information</b>	Services under all waiver/AC programs must meet the requirements listed on the services section of <a href="#">CBSM – Waiver and Alternative Care programs overview</a> .
<b>Provider standards and qualifications</b>	<p><b>Non-equipment</b></p> <p>24-hour emergency assistance non-equipment is a DHS enrollment-required service. For more information, refer to <a href="#">CBSM – Waiver/AC service provider overview</a>.</p> <p><b>License requirements</b></p> <p>Unless excluded, 24-hour emergency assistance non-equipment providers must meet one of the following requirements:</p> <ul style="list-style-type: none"> <li>• Have a license under <a href="#">Minn. Stat. Ch. 245D</a> as a basic support service provider.</li> <li>• Have a license under <a href="#">Minn. Stat. Ch. 144A</a> with a home and community-based services designation.</li> </ul> <p><b>245D exclusion</b></p> <p>In some cases, the person who receives services can use an individual provider who meets requirements for exclusion from 245D licensure. For more information, refer to <a href="#">CBSM – Exclusions from 245D licensure</a>.</p> <p><b>Background study</b></p> <p>To provide 24-hour emergency assistance involving direct contact with the person, providers must have a background study. For more information, refer to <a href="#">CBSM – Waiver/AC service provider overview – Required DHS background studies for direct-contact services</a>.</p> <p><b>Reporting</b></p> <p>A provider licensed under 245D must report all uses of controlled procedures, emergency use of manual restraint and prohibited procedures according to <a href="#">Minn. Stat. §245D.06, subd. 5</a> to DHS via the</p>

	<p><a href="#">Behavioral Intervention Report Form, DHS-5148.</a></p> <p><b>Equipment</b>  24-hour emergency assistance equipment is an approval option: purchased item service. For more information, refer to <a href="#">CBSM – Waiver/AC service provider overview</a>.</p>
<b>Authorization, rates and billing</b>	<p>The lead agency authorizes 24-hour emergency assistance at the market rate. For more information, refer to <a href="#">CBSM – Market rate services and Long-Term Services and Supports Service Rate Limits, DHS-3945 (P</a></p>
<b>Additional resources</b>	<p><a href="#">CBSM – Caregiver living expenses</a>  <a href="#">CBSM – Exclusions from 245D licensure</a>  <a href="#">CBSM – Market rate services</a>  <a href="#">CBSM – Monitoring technology usage</a>  <a href="#">CBSM – Night supervision services</a>  <a href="#">CBSM – PERS</a>  <a href="#">CBSM – Remote support</a>  <a href="#">CBSM – Resource: Overnight support for people in their own home</a>  <a href="#">CBSM – Resource: Guidance on support technology and service planning</a>  <a href="#">CBSM – Waiver, AC and ECS general processes and procedures</a>  <a href="#">CBSM – Waiver/AC service provider overview</a>  <a href="#">Long-Term Services and Supports Service Rate Limits, DHS-3945 (PDF)</a></p>