



**DELAWARE HEALTH
AND SOCIAL SERVICES**


Division of Services for
Aging and Adults with
Physical Disabilities

Personal Emergency
Response System
Service Specification
Elderly & Disabled Waiver

Revision Table

Revision Date	Sections Revised	Description
9/3/2010	6.0, 7.0	Changes are made to the service description and service standards to be consistent with amended E&D Waiver.



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WAIVER SERVICE SPECIFICATION

1.0 SERVICE DEFINITION

- 1.1 A Personal Emergency Response System (PERS) is an electronic device that enables a waiver participant to secure help in an emergency. As part of the PERS service, a participant may be provided with a portable “help” button to allow for mobility. The PERS device is connected to the participant’s phone and programmed to signal a response center and/or other forms of assistance once the “help” button is activated. The PERS service is available only to participants who live outside of assisted living facilities.

2.0 SERVICE GOAL

- 2.1 The emergency response system serves to eliminate the need for extensive supervision by alerting service providers in the event of an emergency.

3.0 SERVICE UNIT

- 3.1 There are three (3) units of service for PERS:
- 3.1.1 Installation (monitored systems) / Purchase (non-monitored systems)
 - 3.1.2 Monthly rental fee
 - 3.1.3 Additional pendant charge

4.0 SERVICE AREA

- 4.1 Providers of emergency response are permitted to serve sub-areas of the state.


5.0 SERVICE LOCATION

- 5.1 A personal emergency response system must be provided in the home of the participant.

6.0 SERVICE DESCRIPTION

- 6.1 Personal emergency response systems are prior-authorized by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD). These systems may be voice activated or manually activated. Systems can be either monitored or non-monitored. Requirements for both monitored and non-monitored systems are documented within Section 7.0 (Service Standards). The provision of a personal emergency response system must be under the jurisdiction of an entity that is recognized as having the expertise to furnish this system, and in the case of monitored systems, the expertise to install and monitor the system.



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7.0 SERVICE STANDARDS


7.1. Service Standards for Monitored and Non-Monitored Systems

- 7.1.1. The provider must comply with all applicable Federal, State, and local rules, regulations and laws applying to the provision of the service.
- 7.1.2. The provider must not enter into subcontracts for any portion of the service without obtaining prior written approval from DSAAPD.
- 7.1.3. The provider must maintain the participant's right of privacy and confidentiality.
- 7.1.4. The provider must comply with DSAAPD quality assurance initiatives related to this program.

7.2 Additional Service Standards - Monitored Systems Only

- 7.2.1 The provider must install the equipment within ten (10) days of the receipt of service prior-authorization from DSAAPD, unless otherwise directed by DSAAPD.
- 7.2.2 The provider must have the capacity to receive and respond to participant contact 24 hours a day, 7 days a week. Response must be made by the trained monitoring company staff.
- 7.2.3 The provider must instruct participants of the need to test equipment at least once a month and of the need to inform the provider of maintenance problems.
- 7.2.4 The provider must maintain and update bi-annually the list of emergency contacts.
- 7.2.5 The provider must provide DSAAPD with a report of PERS activity following the occurrence of an emergency contact.
- 7.2.6 The provider must respond to reports of equipment problems/maintenance requests within 48 hours.
- 7.2.7 The provider must develop and maintain written policies and procedures for the delivery of Personal Emergency Response Systems (PERS).
- 7.2.8 The provider must educate the waiver participant on the operation of the system and post a visible phone number on the PERS unit that the participant can use to call for assistance with the unit.
- 7.2.9 The provider must contact DSAAPD for re-assessment and approval prior to transferring a participant's PERS service from one residence to another.



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7.2.10 The provider must submit a request to the DSAAPD and receive a prior-authorization before to billing for lost or damaged equipment .

