



**DELAWARE HEALTH AND
SOCIAL SERVICES**
Division of Services for Aging and
Adults with Physical Disabilities

Emergency In-Home Services Service Specifications

Revision Table

Revision Date	Sections Revised	Description
1/20/2016		Original



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Emergency In-Home Services Service Specifications

1.0 SERVICE DEFINITION

1.1 Emergency In-home Services is a service provided on an emergency basis to older persons and adults with physical disabilities who need help in carrying out activities of daily living (ADLs) or instrumental activities of daily living (IADLs). Specific supports may include personal care, housekeeping, whole house cleanup, preparation for extermination, or other related services. The program extends emergency services for individuals who are vulnerable or at risk in the community.

2.0 SERVICE UNIT

- 2.1 The unit of service is one hour of service.
- 2.2 The minimum billing unit is one quarter (.15) hour.
- 2.3 Time spent by vendor staff preparing for a visit and travel to and from a visit may not be billed.

3.0 SERVICE AREA

- 3.1 Emergency In-home Services are available to eligible residents of the State of Delaware.
- 3.2 Providers of Emergency In-home Services are permitted to apply for sub-areas of service within the state.

4.0 SERVICE LOCATION

- 4.1 Emergency Services are conducted in the homes of individual participants and/or in other locations based on the needs of participants.

5.0 ELIGIBILITY

- 5.1 The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) determines eligibility for the service.
 - 5.1.1 An individual meets the criteria for Emergency In-home Services when they are residing in the community and are in need of assistance with activities of daily living (ADL) and instrumental activities of daily living (IADL).
 - 5.1.2 The DSAAPD program supervisor or his/her designee will determine and authorize the amount of service units a participant will receive.

6.0 SERVICE STANDARDS

- 6.1 The provider must comply with all Federal, State, and local rules, regulations and laws applicable to the provision of the service.
- 6.2 Eligible emergency in-home services providers include:
 - 6.2.1 Home health agencies licensed by the State of Delaware
 - 6.2.2 Personal assistance services agencies licensed by the State of Delaware
- 6.3 The provider must develop and maintain policies and procedures for the delivery of emergency in-home services
- 6.4 The provider must furnish services only to those participants prior-authorized by the DSAAPD and in accordance with service referral form received from the DSAAPD.
- 6.5 The provider must communicate with the DSAAPD RN or Case Manager to request an authorization for additional service hours if, in the professional judgment of the provider, more time is required to meet the needs of an individual participant.
- 6.6 The provider must establish contact with the participant within one (1) day of referral from DSAAPD.



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- 6.7 The provider must render services within (1) day of referral if it is deemed necessary by DSAAPD, otherwise services must be rendered within (3) days.
- 6.8 The provider must be able to render services 24-hours/day, 7-days/week.
- 6.9 The provider must ensure access to the participant's case files by authorized representatives of Delaware Health and Social Services.
- 6.10 The provider must operate the program and maintain records in a manner which is consistent with a participant's right to privacy and confidentiality.

7.0 PROVIDER QUALIFICATIONS

- 7.1 The provider must employ staff member(s) with knowledge, experience and abilities sufficient to carry out the required service.
- 7.2 Providers must have a valid Delaware business license.

8.0 INVOICING REQUIREMENTS

- 8.1 The provider must invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy X-Q, and Invoicing.