
	<p><b>DELAWARE HEALTH AND SOCIAL SERVICES</b></p> <p>Division of Services for Aging and Adults with Physical Disabilities</p>	<p><b>Emergency Response Systems Service Specifications</b></p>
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**Revision Table**

<b>Revision Date</b>	<b>Sections Revised</b>	<b>Description</b>
8/3/3020		Version for 2020 Request for Proposal (RFP) & 2021 Contract Year

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## **1.0 SERVICE DEFINITION**

- 1.1 An Emergency Response System (ERS) is an electronic device, which enables a high-risk participant to secure immediate help in the event of a physical, emotional, or environmental emergency.
- 1.2 The ERS system must signal the response center when the help button is activated or when the participant has failed to contact the response center at a specified interval. Once the button is activated, a signal is received by a response center, which is operated by trained staff that is responsible for ensuring a response is provided to meet the emergency.
- 1.3 Participants must agree to have an ERS installed service prior to authorization of the ERS.

## **2.0 SERVICE GOAL**

- 2.1 To promote safety in the home by eliminating the need to have extensive in-home supervision and by alerting the service provider in the event of an emergency.
- 2.2 To forestall or prevent institutionalization.

## **3.0 SERVICE UNIT**

- 3.1 There are five (5) units of service options:
  - 3.1.1 Landline - A monthly landline equipment rental and monitoring cost.
  - 3.1.2 Landline with Fall Detection – equivalent to 3.1.1, but includes Fall Detection technology.
  - 3.1.3 Cellular - A monthly cellular/wireless equipment rental and monitoring cost
  - 3.1.4 Cellular with Fall Detection – equivalent to 3.1.3, but includes Fall Detection technology.
  - 3.1.5 Mobile with Global Positions System (GPS) – A monthly wireless equipment rental and monitoring cost that includes GPS technology (to identify the location of the program participant).
  - 3.1.6 Mobile with Global Positions System (GPS) with Fall Detection – equivalent to 3.1.5, but includes Fall Detection technology.
  - 3.1.7 Extra Pendant – this is a non-reimbursable Service Unit used (for tracking purposes) for a spouse or significant that is utilizing the service of a current household ERS service subscriber.

## **4.0 SERVICE AREA**


- 4.1 Providers must offer statewide service area.

## **5.0 ELIGIBILITY**

- 5.1 The Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) staff will determine participant eligibility for Emergency Response System service and authorize participant service.

## **6.0 SERVICE STANDARDS**

- 6.1 The provider must comply with all applicable Federal, State, and local rules and laws applying to the provision of the service.
- 6.2 The provider must maintain the participant's right of privacy and confidentiality.
- 6.3 The provider must contact the recipient within five (5) working days of the DSAAPD referral.

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- 6.4 The provider must install the equipment within a maximum of ten (10) working days of the referral unless otherwise directed by the DSAAPD Case Manager
- 6.5 The provider must perform a Delaware Sex Offender Central Registry background check on all ERS system installers/employees who will come into contact with ERS service program participants, using the following online registry:  
<https://desexoffender.dsp.delaware.gov/SexOffenderPublic/>  
Individuals that are listed in the registry shall be prevented from direct contact of the program participant. Records of this check must be provided to DSAAPD upon request.
- 6.6 The provider must educate the participant on the operation of the system.
- 6.7 If the provider does not install equipment to begin services within ten (10) working days, the provider must notify the DSAAPD Case Manager regarding the reason for the delay.
- 6.8 The provider must instruct participants of the need to test equipment at least once per month and report any maintenance problems.
- 6.9 The provider must respond to reports of equipment problems/maintenance requests within forty-eight (48) hours.
- 6.10 The provider must maintain and update the list of emergency contacts as needed.
- 6.11 The provider must provide DSAAPD with a monthly report of ERS activity upon request.
- 6.12 The participant is responsible for the proper handling of the emergency response equipment. The provider may bill the participant for lost or damaged equipment.
- 6.13 The provider must notify the DSAAPD Case Manager within two (2) working days when it becomes aware that any of the following occurred:
  - 6.13.1 Participant's ERS system is activated.
  - 6.13.2 Participant is hospitalized or institutionalized.
  - 6.13.3 Participant changes addresses.
  - 6.13.4 Participant expires.
  - 6.13.5 Participant wants the service withdrawn.
- 6.14 The provider must ensure access to authorized representatives of Delaware Health and Social Services and/or DSAAPD to the participant's case files.
- 6.15 The provider must cooperate with DSAAPD to resolve problems which threaten participant service.
- 6.16 The provider must notify DSAAPD and participant in writing two (2) weeks prior to termination of services. The notification must include reasons for the termination and steps taken by the provider to resolve the issues.
- 6.17 The provider must give DSAAPD thirty (30) days written notice if terminating five (5) or more participants at a given time.

**7.0 INVOICING REQUIREMENTS**

- 7.1 Providers will invoice using the DSAAPD form IW-ERS, pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q, and Invoicing.
- 7.2 The provider will enter service delivery units for each invoice period via DSAAPD WellSky Service Delivery software and initiate Activities and Referrals to correct any WellSky Roster discrepancies. When directed, the Roster within the WellSky software will be used as the basis for invoicing.