



EMERGENCY RESPONSE SYSTEMS SERVICE SPECIFICATIONS

1.0 Definition

Emergency response service" ("ERS") means an emergency intervention service comprised of telecommunications equipment ("ERS equipment"), an emergency response center, and a medium for two-way, hands-free communication between the consumer and the emergency response center. Personnel at the emergency response center intervene in an emergency when the center receives an alarm signal from the ERS equipment. The system may operate via landline, cellular or GPS capability. ERS may also include:

- 1.1 Equipment such as a smoke detector, a boundary alarm, a falls detector, a medication dispenser and a medication reminder, provided that the equipment is connected to ERS equipment.

2.0 Unit of Service

- 2.1 A unit of service is one (1) month of rental for voice, non-voice equipment
 - 2.1 (a) Fifteen (15) or less service days in a month is one half (0.5) unit.
 - 2.1 (b) Sixteen (16) or more service days in a month is one (1) unit.
- 2.2 The unit rate shall include Emergency Response Systems for visually impaired and hard of hearing (HOH)/deaf clients at no additional cost to **SourcePoint**.
- 2.3 The unit rate must include administration, documentation, travel time and maintenance time/fees.
- 2.4 The provider may not charge to replace pendants.
- 2.5 Provider may not charge **SourcePoint** for more than 1 unit of ERS service per month per client.

3.0 ERS Unit Requirements

The Provider shall furnish documentation that may include manufacturer's specifications, installation instructions, training manuals, compliance with industry standards demonstrating that the Emergency Response System and activating devices meet the following requirements:

- 3.1 ERS services shall be capable of being activated by a remote wireless device and be connected to the client's primary telephone line, and the Provider shall ensure the client has hands-free, voice-to-voice communication with the response center.
- 3.2 The Provider shall provide a variety of remote activating devices for clients with special needs.
- 3.3 ERS units must be usable by visually impaired and hard of hearing (HOH)/deaf clients and the home ERS equipment must give visual and audible indications of alarm activation.
- 3.4 The Provider is responsible for the cost of any damage incurred to the client's home if there is forced entry into the home due to unit malfunction.
- 3.5 ERS devices shall be waterproof, wearable, and usable by the client
- 3.6 The ERS unit shall dial a toll-free number in order to contact the primary or back-up response center.
- 3.7 The ERS unit shall be able to self-disconnect and redial the primary or back-up monitoring site without the client resetting the system.
- 3.8 A microphone and speaker in the ERS unit shall ensure effective two-way voice communication.
- 3.9 The ERS unit shall be installed into the client's functioning primary telephone line. The unit must be compatible with a rotary or touch-tone telephone (for landline ERS devices only).
- 3.10 The Provider shall furnish a replacement ERS unit or activating device to the client at no cost to the client or SourcePoint unless the malfunction is due to confirmed misuse, abuse or neglect, within 24 hours of notification of system malfunction.
- 3.11 If an ERS unit or its activating device is lost, the Provider shall ensure that SourcePoint may purchase replacement equipment at cost. Providers shall submit current equipment replacement costs during the Invitation to Bid, on ERS Bidder's Response Form. The Provider shall bill SourcePoint for any lost equipment via Invoice within 30 days of reported loss.
- 3.12 The Provider shall only install equipment that has an internal battery which provides 24-hours of power without recharging, and that which also sends a notification to the emergency response central monitoring station if the battery's power level is low.
- 3.13 The Provider shall furnish in-person equipment installation unless the client/caregiver requests to have equipment shipped. An equipment demonstration shall be provided by the installation technician.

4.0 Provider Agency Requirements, Duties and Responsibilities

- 4.1 The Provider must assure that response center which receives and responds to the signal will be staffed twenty-four (24) hours per day, 365 days per year.
- 4.2 The Provider shall furnish evidence that the response center maintains the monitoring capacity to respond to all incoming emergency signals.
- 4.3 The Provider shall furnish evidence that the response center has back-up monitoring capacity. The back-up shall handle all monitoring functions and all incoming emergency signals in the event the primary system cannot handle incoming emergency signals.
- 4.4 The provider shall furnish evidence that when the response center receives an emergency signal from the ERS unit, the center staff shall respond to the emergency signal within sixty (60) seconds.
- 4.5 The Provider shall maintain individual client records that document:
 - 4.5.1 Delivery and installation date of the ERS unit and activating device, including client (or caregiver) signature verifying service delivery.
 - 4.5.1 (a) The Provider may utilize an electronic service delivery system
 - 4.5.2 All client/responder contacts.
 - 4.5.3 A current list of client/responder contacts that is verified and/or updated at a minimum of every six months.
- 4.6 The Provider shall furnish education and assistance to evaluate and/or adjust the ERS device, or to instruct clients and caregivers in the use of ERS devices at the time of installation, or after installation upon request from a client, caregiver or SourcePoint.
- 4.7 The Provider must maintain a case log for each client, documenting all client and responder contacts to be locked in storage cabinet or drawer.
 - 4.7.1 Client contact may be maintained electronically if system requires user authentication for access and maintains HIPAA security (reference COP #2.2)
- 4.8 The Provider must notify the SourcePoint Care Consultant of installation via SourcePoint's case management system within 5 days of the installation date.
- 4.9 The Provider must notify the SourcePoint Care Consultant, if unit cannot be installed within 5 days of the date installation was authorized.
- 4.10 The Provider shall coordinate equipment retrieval or disposal of equipment within 5 business days of disenrollment of service by SourcePoint Care Consultant. If the Provider

agrees to retrieve equipment from client's residence, the Provider must retrieve equipment no later than 14 business days after the last day of service.

- 4.11 The Provider must assure at least monthly testing of the personal emergency response system unit and maintain documentation, which may be electronic, that testing occurred.
- 4.12 The Provider must furnish ongoing assistance when needed to evaluate and adjust the ERS device or to instruct clients and caregivers in the use of ERS devices, as well as to provide for system performance checks.
 - 4.12.1 The Provider shall supply the client/caregiver with a 24-hour, toll free telephone number for service and repairs.
 - 4.12.2 This number shall be displayed prominently on the ERS base unit.
- 4.13 Unit Activation
 - 4.13.1 In the event that the client activates the emergency signal, is in need of emergency assistance, and the responder is contacted, the Provider agency must notify the Care Consultant within 24 hours during normal business hours/days
 - 4.13.2 If an emergency occurs outside of normal business hours and Responder is contacted, the Provider agency must notify the Care Consultant the next working day via e-mail through the SourcePoint case management system.
 - 4.13.3 The notification should include whether or not:
 - 4.13.3 (a) the client was home
 - 4.13.3 (b) there was forced entry into the home
 - 4.13.3 (c) the emergency contact was notified
 - 4.13.3 (d) the client was transported and where (if available)
 - 4.13.3 (e) the client's home was secured (if available)
- 4.14 If the client requests to have the unit removed, or if the client reports lost or damaged equipment, the Provider shall notify the Care Consultant within two (2) business days
- 4.15 Provider shall determine whether installation of ERS could cause interference with the proper functioning of medical device(s). If installation of ERS is not advised, Provider shall inform client/caregiver and contact client's SourcePoint Care Consultant.

5.0 Summary of Required Documentation

The Provider of Emergency Response Systems (ERS) services must furnish service specific documentation in addition to the documentation requirements of the Conditions of Participation. The ERS service specific documentation required includes:

- 5.1 Record of service delivery, including client orientation to the system, and installation of ERS device
- 5.2 Record of retrieval of equipment once client disenrolled
- 5.3 Case log documenting client and Responder contacts
- 5.4 Record of monthly testing (or other SourcePoint's approved method of reporting)
- 5.5 Record of client emergency contacts
 - 5.5 (a) Documentation may be electronic as long as electronic record keeping requirements are followed