**Section 240.235 Emergency Home Response Service**

a) Service Definition

Emergency home response service (EHRS) is defined as a 24-hour emergency communication link to respond to emergent participant needs. EHRS is provided by a two-way voice communication system which may consist of a base unit that can be activated using landline, cellular, and/or internet-based access and a water-resistant activation device worn by the participant that will automatically link the participant to a professionally staffed support center. When the system is engaged by a participant, the support center shall assess the situation and direct an appropriate response. EHRS equipment shall include a variety of remote or specialty activation devices from which the participant can choose in accordance with their specific need as outlined in their authorized person-centered plan of care.

b) A EHRS provider shall provide the participant with a base unit, when it is required for the equipment to function, and an activation device with all connectors, parts and equipment necessary for installation.

c) A participant may choose an activation device capable of sensing at least a 36-inch drop when the participant has fallen and automatically alerting the support center for assistance.

d) A participant may choose to switch from the standard activation device to a mobile device that is not connected to a landline and that is capable of providing the support center with the participant's latest location using GPS. The device must allow for two-way interactive communication and include an optional all-in-one device. The device must have at least a five-day battery life, depending on usage, and be compatible with a fall detection device if the participant so chooses.

e) The activation device shall be adaptive for participants with functional limitations (visual, audio, physical, etc.). These devices shall be provided at no extra cost to the participant.

f) A participant shall inform their EHRS provider if they are away from home for longer than 30 consecutive calendar days. A participant who resides outside of the State for more than 60 calendar days may lose eligibility to received EHRS services and may have their services terminated.

g) An EHRS provider shall:

1) deliver and install the EHRS equipment to the participant within 15 calendar days after the date of referral. This service shall not be subcontracted and shall be completed by trained employees who must have identification that they work for the EHRS provider;

2) train the participant and their designated emergency contacts on the proper use of the equipment at the time of installation and provide easy to use written instructions on how to use the equipment. Instructions must be provided in a language or format easiest for the participant to use;

3) assist the participant in selecting and designating up to three local emergency contacts, which must be updated by the EHRS provider at least every six months. Each contact shall receive both verbal and written instructions from the provider;

4) obtain participant's/authorized representative's signature to document that the EHRS equipment was delivered and installed and that instructions and demonstration were given and understood. A copy of this receipt must be sent to the CCU;

5) have a support center to provide live monitoring on a continuous basis, direct an appropriate response whenever the EHRS system is activated, and provide necessary technical support for fault conditions, including a language line that provides interpreter service for languages most commonly spoken by older adults in the state and communication facilitated by a teletypewriter (TTY) communication device for the deaf, as appropriate;

6) have a back-up support center that provides all components specified in subsection (e)(5) and operates on a separate power grid;

7) maintain adequate local staffing levels of qualified personnel to service necessary administrative activities, installation, in-home training, signal monitoring, technical support and repair requests in a timely manner. A provider agency must have a training program for personnel and be able to demonstrate staff qualifications;

8) in the event of a malfunction, repair or replace the base unit or activation device within 24 hours after receiving the malfunction report;

9) alert the participant when electric power to the base unit has been interrupted (e.g., unplugged) and the unit is operating on a standby power source;

10) notify the CCU within one business day after activation of the base unit and work with the appropriate care coordination supervisor to resolve service complaints from the participant or emergency responder;

11) notify the CCU immediately if EHRS services cannot be initiated or must be terminated; and

12) maintain records in accordance with Section 240.1542 relating to participant referral and service statistics, including equipment delivery; device activation; participant and responder training; signal monitoring and test transmission activity; equipment malfunction, repair and replacement; power interruption alerts; and notification of the CCUs, plus billing and payment information, and personnel matters.

h) Units of Service

1) One unit of installation service is the one-time fee to the EHRS provider for the activity associated with the installation of the base unit in the participant's home.

2) One unit of monthly service is the fixed unit rate of reimbursement, per month, for the EHRS provider activity associated with providing EHRS to each participant.

(Source: Amended at 48 Ill. Reg. 11053, effective July 16, 2024)