**Section 240.1542 Administrative Requirements for Emergency Home Response Service Providers**

a) In order to qualify for certification, a provider agency must, to the satisfaction of the Department:

1) meet the administrative requirements under Section 240.1505;

2) meet the certification requirements under Section 240.1600 or 240.1605;

3) provide assurance that its equipment and support center are in continual compliance with the technology requirements imposed under Section 240.1541;

4) maintain adequate records for administration, audit, budgeting, evaluation, operation and planning efforts by the Department in offering EHRS as a service through the CCP, including participant records, which shall include, but are not limited to:

A) dates and times of all signaling, and the name of the emergency responder for each signaling;

B) dates and times of all equipment tests; and

C) disposition of all emergency signaling;

5) ensures equipment meets the requirements in the Department's equipment and service policies;

6) complete management training provided by the Department or its designee:

A) Training shall be completed by management staff (e.g., managers, supervisors, billing agents) of the EHRS provider prior to the award of a EHRS contract;

B) At a minimum, the individuals responsible for administration of the EHRS program at the provider agency shall complete this training;

C) The Department is authorized to charge a reasonable fee for this training to cover related administrative costs.

b) If a EHRS provider is not able to meet these administrative requirements, then the Department shall deny its request for a certification of qualifications under Section 240.1600.

c) All employees of an EHRS provider must complete two hours of dementia training within 30 days of the start their employment and every calendar year thereafter. This training must include the following subjects: Alzheimer's Dementia and Related Disorders; Safety Risks; and Communication and Behavior.

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