**Section 240.1544 Administrative Requirements for Automated Medication Dispenser Service Providers**

a) In order to qualify for certification, an Automated Medication Dispenser (AMD) provider must, to the satisfaction of the Department, meet and comply with all applicable rules, including but not limited to:

1) meet the administrative requirements and minimum administrative standards under Sections 240.1505 and 240.1510;

2) meet the applicable responsibilities imposed on provider agencies set forth in Section 240.1520;

3) meet the certification requirements under Sections 240.1600 or 240.1605;

4) provide assurance that its equipment and support center are in continual compliance with the business and technology requirements imposed on provider agencies under Section 240.1543;

5) provide assurance that its business operations comply with the service, staffing and training requirements under Section 240.237;

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

A) Training shall be attended and completed by management staff (e.g., managers, supervisors, billing agents) of the AMD provider prior to the award of a CCP AMD contract from the Department;

B) At a minimum, the individual responsible for administration of the CCP AMD program at the provider agency shall attend and complete this training;

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

7) accept all correspondence from the Department and maintain adequate records for administration, audit, budgeting, evaluation, operation and planning efforts by the Department in offering the AMD service through the CCP, which shall include, but are not limited to:

A) records of all referrals, including the disposition of each referral;

B) participant records, which shall include, but are not limited to:

i) applicable forms required by the Department;

ii) dates and times of all AMD notifications and communications with the participant/authorized representative/assisting party or designees;

iii) disposition of all participant/authorized representative/assisting party or designees communications;

iv) dates and times of all equipment tests and system interruptions; and

C) administrative records, including but not limited to:

i) service statistics;

ii) complaint resolution;

iii) billing and payment information plus the underlying documentation to support the units of service submitted to the Department for reimbursement; and

8) comply with all applicable federal, State and local laws, regulations, rules, service standards and policies or procedures pertaining to the AMD provider in its business operations and to the services provided under the CCP.

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

c) All employees of an AMD provider must complete two hours of dementia training within 30 days of the start of 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)