

Addendum SPC 112: Personal Electronic Monitoring and Response Services

Lakeland Care District (LCD) members receiving Personal Electronic Monitoring and Response Services (PERS) shall have an identified outcome that necessitates the provision of Personal Electronic Monitoring and Response Services (PERS) to support this outcome.

The provision of contracted, authorized, and provided Personal Electronic Monitoring and Response Services (PERS) shall be in compliance with the provision of this agreement and the service description and requirements of this section.

Definition

Personal Emergency Response System (PERS) is a service that provides a direct telephonic or other electronic communications link between someone living in the community and health professionals to secure immediate assistance in the event of a physical, emotional, or environmental emergency. PERS may also include cellular telephone service used when a conventional PERS is less cost-effective or is not feasible. This service may include installation, upkeep, and maintenance of devices or systems as appropriate *(as defined in Wisconsin's s. 1915 (c) home and community-based waiver services waivers #0367.90 and #0368.90 required under s. 46.2811)(c), Wis. Stats).*

Standards, Training, and Competency

Standards

1. Responder Service is the physical response to individual living units during agreed upon monitoring hours for the purpose of providing necessary services and supports to members.
2. "Agreed Response" means a specific response to be made by the provider, when signals are received at its Central Monitoring System (CMS) as a result of the activation of any member's personal electronic monitoring equipment. A protocol developed by the provider will outline the agreed response for every sensor in each residence. Agreed responses include but are not limited to: calling 911, attempting to contact designated responder or other designated responding party, attempt to call the member, attempt to establish communication with the member, and receiving signals and recording data.
3. Services Plan states that the assessed equipment and monitoring plan for any member referred to the PERS provider will be based on recommendations from the PERS provider in conjunction with the LCD Interdisciplinary Team (IDT) staff, including the member. The response protocol for any assessed member will be developed with the PERS provider and disseminated to the CMS for responding purposes. The LCD IDT staff will be included in the assessment and response planning for the member.

Training

Training of employees providing PERS shall include:

- Employees assigned to tasks at the CMS will be trained and qualified by provider on the equipment, protocols, and processes necessary to effectively monitor members. Employees assigned to respond will be trained and qualified by the responder on the protocols and the individual response needs of each member being provided supports under this agreement.

Competency

Provider shall ensure the competency of employees assigned to provide PERS services.

Collaboration and Coordination of Care

Through the use of the Resource Allocation Decision method (RAD), the LCD Interdisciplinary Team (IDT) staff shall assess the member's needs and outcomes to determine the PERS to be authorized. The LCD IDT staff shall exchange pertinent information with the provider at the time of the referral. This information exchange shall include the member's outcomes, assessed needs, and the amount of authorized units as it relates to Personal Electronic Monitoring and Response Services.

Documentation

A PERS provider agrees to submit documentation to the LCD IDT staff for the purpose of disclosing monitoring and response provisions as determined in joint consultation with the LCD IDT staff.

Billable Units

Providers should reference the Rates and Service Codes chart of the contract to determine the units indicated in this agreement.

Lakeland Care District's Contract Expectations for Personal Electronic Monitoring and Response Services Providers

- Provide and maintain the Central Monitoring System (CMS). The CMS shall receive signals from the personal electronic monitoring equipment and shall generate alerts based on said signals.
- Provide professional assessment of member(s)' homes and make recommendations of equipment needs. Assessment planning will be initiated with the member within three to five business days of the request.
- Install personal electronic monitoring equipment together with needed batteries, monitoring equipment, and phone adapters to make the equipment operational as deemed by the assessment.
- Provide staff at the CMS who will respond to alarms adhering to the agreed response received from the CMS. Provider's responsibility for monitoring will begin when its staff at the CMS receives a call indicating that the provider monitoring hours have begun and that staff are ready and prepared to respond as specified in this agreement and specific to each individual plan.

- Provide maintenance and technical support for the equipment at the CMS office and all other provider equipment or monitors. Provider will provide technical support in the form of troubleshooting and advice on use of the equipment and services. The provider will supply the member and LCD IDT staff with phone contact information if technical support is needed.

Responsibilities of Responder Service:

Responder shall:

- During the agreed upon monitoring hours, the responder service will provide staff who will physically respond as stated in the responder services section.
- Provide adequate training for responders as indicated in the responder job description.

Service Limitations/Exclusions

The provider and LCD understand and agree that neither provider/responder guarantee a member will be safe in all ways and from all dangers associated with the decision to be alone in their living unit during the hours of service. Safety needs and support needs not addressed by the described provider and/or responder services are as follows:

- Events which do not activate one of the installed sensors.
- Events which may occur outside the respective parties' hours of responsibility.
- Inability by either provider and/or responder to deliver the services described in this agreement, where the inability is not caused by negligence of the provider and/or responder, such as, but not limited to, the effects of the equipment, monitors, or communications systems failures and delays in physical response due to weather, an act of God, or other conditions beyond the control of the parties.