

Addendum 104 Personal Electronic Monitoring and Response Services

The provision of contracted, authorized, and provided personal electronic monitoring services and physical response services shall be in compliance with the provision of this agreement and the service description and requirements of this section.

Definition

Personal Electronic Monitoring - SPC 104.12

Personal emergency response system (PERS) is a device which 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. Personal Electronic Monitoring is the provision of electronic equipment and remote monitoring for the purposes of supporting individuals to enhanced wellness, health, independence, and quality of life within their identified living units.

Response Service

Response Services is the physical response to individual living units during agreed upon monitoring hours for the purpose of providing necessary services and supports to members.

Agreed Response

The term “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.

Service Requirements

Lakeland Care District (LCD) members receiving personal electronic monitoring and response services shall have an identified outcome that necessitates the provision of electronic monitoring and response services as indicated in a plan of care and verified with a prior authorization.

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.
- Availability of the designated responders to respond or the timing or form of response.

- 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 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.

Standards

Services Plan

The assessed equipment and monitoring plan for any member referred to the CMS program will be based on recommendations from CMS in conjunction with the Lakeland Care District interdisciplinary team (IDT), including the member. The response protocol for any assessed member will be developed with CMS and disseminated to Responder for responding purposes. The Lakeland Care District case manager and/or registered nurse will be included in the assessment and response planning for individuals on their respective caseloads.

Personnel

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

Program

Responsibilities of Provider:

Provider shall:

- Assist in establishing the CMS. The CMS shall receive signals from the personal electronic monitoring equipment and shall generate alerts based on said signals.
- Create and maintain, at all times during the term of the agreement.
- Provide professional assessment of member(s)' homes and make recommendations of equipment needs.
- Install personal electronic monitoring equipment together with needed batteries, monitoring equipment, and phone adapters to make the equipment operational as deemed by the assessment.
 - Installations will take place during regular business hours and will be scheduled through the Provider office or by specific appointment. Assessment planning will be initiated with the member within seven (7) to ten (10) business days of the request.
- Provide staff at the CMS who will respond to alarms adhering to the agreed response received from the CMS. Providers 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. Provider will supply all phone numbers for the members and LCD IDTs.
 - Provider will provide maintenance and technical support requiring the installation or removal of equipment only between 8 a.m. and 5 p.m., Monday through Friday, except for legal holidays.
- Provider Network Director will meet with Provider and/or Responder quarterly to review support services received, to evaluate current and future support needs and the potential need for equipment modifications.

Responsibilities of Responder:

Responder shall:

- During the evening hours, from 9 p.m. to 7 a.m., provide staff who will physically respond as stated in the response services section. (Response Services is the physical response to individual living units during agreed upon monitoring hours for the purpose of providing necessary services and supports to members.)
- Once a call has been received by the CMS, the CMS shall attempt to call the appropriate responding party indicating that a signal has been received, the particular sensor that was activated and the living unit from which the signal has been received. The Responder staff will provide a physical response to the resident's home per request of the CMS in conjunction with said agreed response.
- Provide adequate training for responders as indicated in Responder Job Description, attached here to and made a part of this addendum.

Documentation

Provider and Responder agree to submit monthly agreed upon documentation to LCD for the purposes of disclosing monitoring and response provisions as indicated with individual plans.

Billable Units

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