**Section 686.300 Electronic Home Response Services (EHRS) Provider Requirements**

In order for a specific EHRS Provider to be approved for use by DHS in obtaining services for individuals served through HSP, the EHRS Provider must:

a) have, and make available on request:

1) articles of incorporation; or

2) if unincorporated, a statement of purpose and function; and

3) a list of the owners and/or the EHRS Provider's owners and/or directors/officers;

b) have written policies, which are available to DHS and all customers, governing:

1) the type and scope of services provided, which include clear and concise distinctions between services, if more than one service is offered;

2) personnel policies, including:

A) salary schedules;

B) work hours;

C) employee attendance and leave;

D) written job descriptions, which include clear and concise duties and qualifications for each position;

E) grievance procedures; and

F) requirements for staff training and in-service;

c) maintain adequate records for planning, budgeting, administration and program evaluation and planning. These records shall be available at all times to DHS and the United States Department of Health and Human Services (HHS), or any entity designated by DHS or HHS, and shall be maintained for a period of at least 5 years, or until advised that all State and federal audits are completed. These records must include, but not be limited to:

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

2) customer records, which include:

A) dates and times of all signaling and the name of the responder to each signaling;

B) dates and times of all equipment tests;

C) disposition of all emergency signaling;

3) administrative records including:

A) service statistics; and

B) billing and payment records;

4) personnel records, including:

A) schedules and attendance records for staff and volunteers of the EHRS Provider;

B) staff and volunteer training reports;

C) annual performance review of all EHRS Provider staff;

d) accept all referrals made for services by DHS;

e) maintain and implement written procedures for the evaluation of its programs and services, the outcome of which shall be to make recommendations to its governing body for improving its services;

f) have and agree to maintain adequate liability insurance coverage and provide DHS a copy of the Certificate of Insurance;

g) agree to hold harmless DHS against any and all liability, loss, damage, cost, or expense arising from the wrongful or negligent action of the EHRS Provider or any of its agents, which DHS may sustain, incur, or be required to pay;

h) comply with all local, State, and federal laws, regulations, and standards and DHS regulations and standards pertaining to HSP;

i) maintain as confidential any information obtained regarding a customer of DHS and agree not to release this information without the written approval of the DHS Secretary or the customer;

j) certify that the EHRS Provider and any of its agents have not been convicted of bribery or attempting to bribe an officer or employee of the State of Illinois, nor has the EHRS Provider or any of its agents made an admission of guilt of such conduct which is a matter of record;

k) agree to provide all services listed in Section 686.310; and

l) have in place an Affirmative Action Plan approved by its governing body.