

**Provider Agreement  
Attachment A**

❑ **Personal Emergency Response System (PERS)** is an electronic device connected to a client's telephone line. In an emergency, it can be activated either by pushing a small button on a pendant, pressing the help button on the console unit, or by an adaptive switch set-up. When the device is activated, a person from the 24-hour-a-day, seven-day-a-week central monitoring station answers the call, speaks to the client via the console unit, assesses the need for help, and takes appropriate action. PERS includes all four of the following requirements:

- in-home medical communications transceiver;
- remote, portable activator;
- central monitoring station with backup systems staffed by trained attendants 24 hours a day, 7 days a week; and
- current data files at the central monitoring station containing pre-established response protocols and personal, medical, and emergency information for each client.

❑ **Enhanced PERS (E-PERS)** is a service that combines the basic elements of PERS, with certain service enhancements. E-PERS means the capacity to program a PERS console unit so that messages from family members or friends may be pre-recorded from a remote location and transmitted to the client at established intervals. The provider must have the capacity to install, operate and trouble shoot all E-PERS equipment.

The enhanced messaging capacity is designed to:

- cue the client for medication compliance or other health regimens,
- remind the client of key appointments or visits; and
- provide "check in" calls to reduce isolation.

❑ **On Call** is the provision of an on-call capacity to respond to a client need either during or after regular business hours.