Personal emergency response system (PERS)

PROVIDER APPLICATION DETAILS

INSTRUCTIONS

Please review this entire document and compile the necessary information and documentation before you begin the WA Cares provider application process.

GENERAL DESCRIPTION OF SERVICE

Service to secure help in an emergency through an electronic device that is either connected to the beneficiary's phone or operates using GSM cellular signals and is programmed to signal a response center that is staffed by trained professionals who will immediately summon help for the beneficiary.

Typical services will include but not limited to basic PERS, GPS, medication reminders, fall detection, and wellness checks, via phone or in-person.

RELATED LAWS, RULES AND POLICIES

Below is a list of some of the laws, rules, and policies that may be helpful to review prior to completing an application. This may not be a comprehensive list of all laws, rules and policies that apply.

- Chapter 50B.04 RCW: Long-term services and supports trust program
- RCW 43.43.830 through 43.43.845: Washington State Patrol background checks
- Chapter 388-116 WAC: WA Cares program

MINIMUM PROVIDER QUALIFICATIONS

1. Contractors must meet all Washington state laws to do business in the state (and city or county requirements, if applicable). This includes having all required business license(s), endorsement(s), credential(s) and certification(s) to provide the service.
2. The agency owner(s) and contract signatory must pass a DSHS criminal history background check at initial application and contract renewal. The date of birth and background check confirmation number must be provided at time of application.
3. All employees, volunteers, and subcontractors who may have unsupervised access to beneficiaries must have passed a criminal history background check, which must be conducted by the contractor prior to access and every two years. The criminal history background check must at least include Washington State Patrol criminal conviction records and be kept in their personnel or subcontractor file(s).
4. Meet Department of Social and Health Services insurance requirements.

5. The equipment is approved by the Federal Communications Commission. Approval will be determined by the system's Federal Communications Commission identification label documented in the FCC Equipment Authorization database.
6. The equipment meets the Underwriters Laboratories, Inc. or Electronic Testing Laboratories (Intertek) standard for home health care signaling equipment. The Underwriters Laboratories or Electronic Testing Laboratories listing marks on the equipment will be accepted as evidence of the equipment's compliance with Underwriters Laboratories or Electronic Testing Laboratories standards.

PROVIDER CONTRACT

Personal emergency response system contracts have a maximum duration of four years. The sample contract is available in the provider toolkit. The sample is available to review to ensure all contract terms can be met before application.

Note: Subcontracting is not permitted for this service.

Required documentation for provider application

1. Completed provider network application and required attachments.
2. Copy of Washington state business license or proof of exemption.
3. Copy of W-9 request or taxpayer identification number and certification.
4. Unless you are a sole proprietor, supporting documentation on business organization (e.g., list of partners, members, directors, officers, board members).
5. Name, date of birth, and background check confirmation number for the contract signatory and the agency owner(s) with 5% or more ownership interest.
6. Current certificate of insurance (COI) satisfying the insurance requirements.
7. Current rate(s) or pricing guide, for informational purposes.