**Section 240.1542 Administrative Requirements for Emergency Home Response Service Providers**

a) In order to qualify for certification, a provider agency must, to the satisfaction of the Department:

1) meet the administrative requirements under Section 240.1505;

2) meet the certification requirements under Section 240.1600 or 240.1605;

3) provide assurance that its equipment and support center are in continual compliance with the technology requirements imposed on provider agencies under Section 240.1541;

4) maintain adequate records for administration, audit, budgeting, evaluation, operation and planning efforts by the Department in offering EHRS as a service through the CCP, including participant records, which shall include, but are not limited to:

A) dates and times of all signaling, and the name of the emergency responder for each signaling;

B) dates and times of all equipment tests; and

C) disposition of all emergency signaling;

5) comply with the following requirements:

A) this Part;

B) Underwriters Laboratories safety standards for home health care signaling equipment, UL 1637; and

C) Underwriters Laboratories safety standards for digital alarm communicator systems units, UL 1635.

6) complete management training provided by the Department or its designee:

A) Training shall be completed by management staff (e.g., managers, supervisors, billing agents) of the EHRS provider prior to the award of a CCP EHRS contract from the Department;

B) At a minimum, the individual responsible for administration of the CCP EHRS program at the provider agency shall complete this training;

C) The Department is authorized to charge a reasonable fee for this training to cover related administrative costs.

b) If a provider agency is not able to meet these administrative requirements, then the Department shall deny its request for a certification of qualifications under Section 240.1600.

(Source: Amended at 42 Ill. Reg. 20653, effective January 1, 2019)