

Emergency Response Services Rights and Responsibilities

To be eligible for Emergency Response Services (ERS), you must meet the financial eligibility criteria, receive a score of at least 20 on the Consumer Needs Assessment Questionnaire and Task and Hour Guide (Form 2060) and meet the following requirements:

- You must live alone, be alone routinely for eight or more hours each 24-hour period or live with a person who, due to an illness, injury, or disability, could not call for help or otherwise assist you in an emergency. The eight hours do not have to be continuous. If you have an attendant, you are considered alone during the hours the attendant is working.
- You must be, in the judgement of the HHSC caseworker, mentally alert enough to operate the equipment properly.
- You must have a phone with a private line, if the ERS system requires a private line to function properly.
- You must be willing to allow the responder to make a forced entry into your home if they are asked to respond to an alarm call and has no other means of entering the home.
- You must live somewhere other than an institution, personal care home, foster care setting or any other setting where 24-hour supervision is available.
- You must assume responsibility for any charges assessed by emergency personnel if they are summoned to your home for a non-medical emergency.

You will not be eligible for ERS if any of the following occur:

- If you abuse the service by activating four false alarms which result in a response by the fire department, police, sheriff, or ambulance personnel within a six-month period; or activate 20 false alarms of any kind within a six-month period.
- Your service will be terminated after a period of three consecutive months of non-participation.
- If you are admitted to an institution, personal care home, foster care setting or any other setting where 24-hour supervision is available.
- If, in the caseworker's judgement, you are no longer mentally or physically able to operate the equipment properly. If you were to damage the equipment, disconnect the equipment (and receive two documented warnings) or refuse to participate in the monthly systems checks, you could be considered no longer able to operate the equipment properly. Again, the caseworker's judgement is final.

Your Responsibilities!

- You must participate in the monthly system checks.
- You must contact the provider if you move or have your phone number changed.
- You must tell your provider if you plan to be away from the home for 24 hours or more.
- You must tell the provider if you become aware of changes concerning your responder(s).