

Frail Elder Waiver Provider Qualifications



Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Alzheimer's/ Dementia Coaching	Individual	Qualified individual providers of Alzheimer's/ Dementia Coaching	<p>In addition to the certification requirements listed below, Alzheimer's Dementia Coaching must be performed by a professional with a valid Massachusetts license for any of the following:</p> <ul style="list-style-type: none"> - Registered Nurse - Licensed Independent Clinical Social Worker - Licensed Certified Social Worker w/one year of experience working with person with dementia/ related illness - Occupational Therapist - Providers trained and certified by the Alzheimer's Association to provide this service 	Services must be performed by an individual trained in Habilitation Therapy by the Alzheimer's Association	<p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Individual Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Telehealth providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L.Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information. EOEA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEA and EOHHS officials.</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>

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Alzheimer's/ Dementia Coaching	Agency	Home Health Agency	<p>In addition to the certification requirements listed below, Alzheimer's Dementia Coaching must be performed by a professional with a valid Massachusetts license for any of the following:</p> <ul style="list-style-type: none"> - Registered Nurse - Licensed Independent Clinical Social Worker - Licensed Certified Social Worker w/one year of experience working with person with dementia/related illness - Occupational Therapist - Providers trained and certified by the Alzheimer's Association to provide this service. 	<p>Services must be performed by an individual trained in Habilitation Therapy by the Alzheimer's Association. Agencies may apply to EOEAA for a waiver in order to have an individual who has been trained in Habilitation Therapy by the Alzheimer's Association conduct training for additional staff.</p>	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate. Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEAA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Telehealth providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information. EOEAA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEAA and EOHHS officials.</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>

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Alzheimer's/ Dementia Coaching	Agency	Alzheimer's/ Dementia Coaching Agency	<p>In addition to the certification requirements listed below, Alzheimer's Dementia Coaching must be performed by a professional with a valid Massachusetts license for any of the following:</p> <ul style="list-style-type: none"> - Registered Nurse - Licensed Independent Clinical Social Worker - Licensed Certified Social Worker w/one year of experience working with person with dementia/related illness - Occupational Therapist - Providers trained and certified by the Alzheimer's Association to provide this service 	<p>Services must be performed by an individual trained in Habilitation Therapy by the Alzheimer's Association. Agencies may apply to EOEA for a waiver in order to have an individual who has been trained in Habilitation Therapy by the Alzheimer's Association conduct training for additional staff.</p>	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate. Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Telehealth providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information. EOEA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEA and EOHHS officials.</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>

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Alzheimer's/ Dementia Coaching	Agency	Homemaker/ Personal Care Agency	<p>In addition to the certification requirements listed below, Alzheimer's Dementia Coaching must be performed by a professional with a valid Massachusetts license for any of the following:</p> <ul style="list-style-type: none"> - Registered Nurse - Licensed Independent Clinical Social Worker - Licensed Certified Social Worker w/one year of experience working with person with dementia/related illness - Occupational Therapist - Providers trained and certified by the Alzheimer's Association to provide this service 	<p>Services must be performed by an individual trained in Habilitation Therapy by the Alzheimer's Association. Agencies may apply to EOEAA for a waiver in order to have an individual who has been trained in Habilitation Therapy by the Alzheimer's Association conduct training for additional staff.</p>	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEAA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Telehealth providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information. EOEAA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEAA and EOHHS officials.</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>

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Home Health Aide	Agency	Homemaker/ Personal Care Agency	Supervision of Home Health Aides must be provided by a Registered Nurse with a valid Massachusetts license.	<p>Individuals employed by the agency providing homemaker services must have one of the following:</p> <ul style="list-style-type: none"> - Certificate of Home Health Aide Training; or - Certificate of Certified Nurse's Aide Training 	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their jobs, including handling emergency situations and established procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>In addition, providers shall ensure that individual home health aides employed by the agency are able to:perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

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Home Health Aide	Agency	Home Health Agency	Supervision of Home Health Aides must be provided by a Registered Nurse with a valid Massachusetts license.	<p>Individuals employed by the agency providing homemaker services must have one of the following:</p> <ul style="list-style-type: none"> - Certificate of Home Health Aide Training; or - Certificate of Certified Nurse's Aide Training 	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their jobs, including handling emergency situations and established procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>In addition, providers shall ensure that individual home health aides employed by the agency are able to:perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Homemaker	Agency	Home Health Agency	N/A	<p>Individuals employed by the agency providing homemaker services must have one of the following:</p> <ul style="list-style-type: none"> - Certificate of Home Health Aide Training - Certificate of Nurse's Aide Training - Certificate of 40-Hour Homemaker Training 	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations. Established procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay. Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>In addition, providers shall ensure that individual homemakers employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

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Homemaker	Agency	Homemaker/ Personal Care Agency	N/A	<p>Individuals employed by the agency providing homemaker services must have one of the following:</p> <ul style="list-style-type: none"> - Certificate of Home Health Aide Training - Certificate of Nurse's Aide Training - Certificate of 40-Hour Homemaker Training 	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations. Established procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>In addition, providers shall ensure that individual homemakers employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

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Personal Care	Agency	Home Health Agency	N/A	<p>Individuals employed by the agency providing personal care services must have one of the following:</p> <ul style="list-style-type: none"> - Certificate of Home Health Aide Training - Certificate of Nurse's Aide Training - Certificate of 60-Hour Personal Care Training 	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate. Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>In addition, providers shall ensure that individual personal care workers employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

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Personal Care	Agency	Homemaker/ Personal Care Agency	N/A	<p>Individuals employed by the agency providing personal care services must have one of the following:</p> <ul style="list-style-type: none"> - Certificate of Home Health Aide Training - Certificate of Nurse's Aide Training - Certificate of 60-Hour Personal Care Training 	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>In addition, providers shall ensure that individual personal care workers employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>
Respite	Agency	Assisted Living Residence	NA	Certified by EOE in accordance with 651 CMR 12.00 (EOEA regulations describing the certification procedures and standards for Assisted Living Residences in Massachusetts)	NA
Respite	Agency	Adult Foster Care	NA	NA	An organization which meets the requirements of 130 CMR 408.000 (MassHealth Adult Foster Care regulations that define provider eligibility requirements and program rules) and that contracts with MassHealth as the provider of Adult Foster Care.

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Respite	Agency	Hospital	Licensed by the Department of Public Health in accordance with 105 CMR 130.00 (Department of Public Health Hospital Licensure regulations that describe the standards for the maintenance and operation of hospitals in Massachusetts)	NA	NA
Respite	Agency	Adult Day Health	Licensed by the Department of Public Health in accordance with 105 CMR 158.000 (Department of Public Health Licensure of Adult Day Health Programs)	NA	An organization that meets the requirements of 105 CMR 158.00 (Department of Public Health Licensure of Adult Day Health Programs) and that contracts with MassHealth as a provider of Adult Day Health services.
Respite	Agency	Skilled Nursing Facility	Licensed by the Department of Public Health in accordance with 105 CMR 153.00 (Department of Public Health Licensure Procedure and Suitability Requirements for long-term care facilities in Massachusetts)	NA	NA
Respite	Agency	Rest Home	Licensed by the Department of Public Health in accordance with 105 CMR 153.00 (Department of Public Health Licensure Procedure and Suitability Requirements for long-term care facilities in Massachusetts)	NA	NA

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Assisted Transport-ation	Agency	Homemaker/ Personal Care Agency	The worker providing transportation must have a valid Driver's License	<p>Individuals employed by the agency providing homemaker services must have one of the following:</p> <ul style="list-style-type: none"> - Certificate of Home Health Aide Training - Certificate of Nurse's Aide Training - Certificate of 40-Hour Homemaker Training <p>Individuals employed by the agency to provide supportive home care aide services must have the following:</p> <ul style="list-style-type: none"> - Certificate of 75-Hour Home Health Aide Training <p>As well as an additional:</p> <ul style="list-style-type: none"> - Certificate of 12 hour Supportive Home Care Aide Training in either Alzheimer's Disease Related Disorders or behavioral health disorders, including substance use disorders. 	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations. Established procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>Driver and Vehicle Requirements: Verification of valid driver's license, liability insurance, age of vehicles; RMV inspection; seat belts; air conditioning and heating.</p> <ul style="list-style-type: none"> - Assisting passengers on/off vehicles and from door to door - Tracking and scheduling trips <p>Providers must ensure that staff who transport must: have been CORI checked; experience providing services to individuals with disabilities; can handle emergency situations; and communicate effectively with participants, families, other providers and agencies.</p> <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

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Assisted Transport-ation	Agency	Home Health Agency	Supervision of Home Health Aides must be provided by a Registered Nurse with a valid Massachusetts license. The worker providing transportation must have a valid Driver's License	<p>Individuals employed by the agency providing homemaker services must have one of the following:</p> <ul style="list-style-type: none"> - Certificate of Home Health Aide Training; or - Certificate of Certified Nurse's Aide Training 	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted services(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation, and registry requirements).</p> <p>Driver and Vehicle Requirements: Verification of valid driver's license, liability insurance, valid registration, age of vehicles; RMV inspection; seat belts; air conditioning and heating;</p> <ul style="list-style-type: none"> - Assisting passengers on/off vehicles and from door to door - Tracking and scheduling trips <p>Providers must ensure that staff who transport must: have been CORI checked; experience providing services to individuals with disabilities; can handle emergency situations; and communicate effectively with participants, families, other providers and agencies.</p> <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures, and standards of living.</p>

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Assisted Transport-ation	Agency	Companion Provider Agency	The worker providing transportation must have a valid Driver's License	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate. Responsiveness: Providers must be able to initiate services with little or no delay. Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation, and registry requirements).</p> <p>Driver and Vehicle Requirements: Verification of valid driver's license, liability insurance, age of vehicles; RMV inspection; seat belts; air conditioning and heating.</p> <ul style="list-style-type: none"> - Assisting passengers on/off vehicles and from door to door - Tracking and scheduling trips <p>Providers must ensure that staff who transport must: have been CORI checked; experience providing services to individuals with disabilities; can handle emergency situations; and communicate effectively with participants, families, other providers and agencies.</p> <p>In addition, providers shall ensure that individuals employed by the agency to provide companion service are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>
Assistive Technology - Electronic Comfort Animals	Agency	Electronic Comfort Animal Supplier	NA	NA	This service can be purchased from any provider in the community that provides electronic comfort animal products.

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Assistive Technology for Telehealth	Agency	Assistive Technology/ Telehealth Provider Agency	NA	NA	Any provider in the community that provides mobile devices or service, or related ancillary equipment.
Assistive Technology for Telehealth	Individual	Assistive Technology/ Telehealth Provider	NA	NA	Any provider in the community that provides mobile devices or service, or related ancillary equipment.
Chore	Agency	Chore Provider Agency	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy and Client Emergency in the Home Policy.</p> <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Companion	Individual	Individual Companion (self-directed only)	N/A	N/A	<p>Individuals who provide Individual Companion services must meet requirements for individuals in such roles, including, but not limited to: have been CORI checked, have life or work experience providing services to older adults or individuals with disabilities; can handle emergency situations; can set limits, and communicate effectively with participants, families, other providers and agencies; and have ability to meet legal requirements in protecting confidential information.</p> <p>Individuals must be provided with information regarding the applicable regulations related to the Elder Abuse Reporting and Protective Services Program found at 651 CMR 5.00 et seq (The Executive Office of Elder Affairs' Elder Abuse Reporting and Protective Services Program regulations). Individuals must attest to having reviewed this information.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Companion	Agency	Companion Provider Agency	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate. Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Telehealth providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L.Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information.</p> <p>EOEA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEA and EOHHS officials.</p> <p>Policies/Procedures: Providers must have policies and procedures that include:</p> <ul style="list-style-type: none"> - Client Not at Home Policy and Client Emergency in the Home Policy. <p>In addition, providers shall ensure that individuals employed by the agency to provide companion service are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Complex Care Training and Oversight	Agency	Home Health Agency	Complex Care Training and Oversight services must be performed by a Registered Nurse, or a Licensed Practical Nurse under the supervision of a Registered Nurse. All nurses must have a valid Massachusetts license, as governed by Massachusetts General Laws Chapter 112, Sections 74 to 81C.	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEI Program Instruction 97-55(Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Complex Care Training and Oversight	Agency	Homemaker/ Personal Care Agency	Complex Care Training and Oversight services must be performed by a Registered Nurse, or a Licensed Practical Nurse under the supervision of a Registered Nurse. All nurses must have a valid Massachusetts license, as governed by Massachusetts General Laws Chapter 112, Sections 74 to 81C.	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEI Program Instruction 97-55(Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Enhanced Technology/ Cellular Personal Emergency Response System (ET/CPERS)	Agency	Personal Emergency Response Provider	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies). ETC/CPERS providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information.</p> <p>EOEA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEA and EOHHS officials.</p> <p>Policies/Procedures: Providers must have policies and procedures that include:</p> <ul style="list-style-type: none"> - Maintenance of 24-hour monitoring station, including communication protocols for the hearing impaired and access to interpreter services in emergencies; and - Equipment testing. <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p> <p>Providers must have the capacity to supply and support ET/CPERS devices with a 2-way audio connection.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Environmental Accessibility Adaptation	Agency	Environmental Accessibility Adaptation Agency	If the scope of work involves home modifications, agencies and individuals employed by the agencies must possess any appropriate licenses/certifications required by the state (e.g., Home Improvement Contractor, Construction Supervisor License, Plumber's license, etc)	NA	<p>Any not-for-profit or proprietary organization that contracts with the ASAP as such and successfully demonstrates, at a minimum, the following: Providers shall ensure that individual workers employed by the agency have been CORI checked and are able to perform assigned duties and responsibilities.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Evidence Based Education Programs	Agency	Evidence Based Education Program provider Agency	Must be under license maintained by the Healthy Living Center of Excellence or Self-ManagementResource Center (formally known as the Stanford Patient Education Research Center)	Certificate of good standing from the Healthy Living Center of Excellence	<p>Agency provider must employ staff who have been trained and certified by the Healthy Living Center of Excellence or by the Self-Management Resource Center, and must demonstrate:</p> <ol style="list-style-type: none"> 1. Leadership 2. Delivery infrastructure 3. Partnerships 4. Centralized and coordinated logistical processes 5. Business planning and financial sustainability 6. Quality assurance and fidelity to the model of licensure and quality standards set forth by the evidence-based program developer. <p>Education, Training, Supervision: Providers must ensure training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Individual staff who implement Evidence Based Education Program workshops and 1:1 trainings must complete 2 hours of continuing education (in person or webinar) annually with the Healthy Living Center for Excellence or the Self-Management Resource Center.</p> <p>Adherence to continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A. (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Telehealth providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information.</p> <p>EOEA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEA and EOHHS officials.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Goal Engagement Program	Agency	Goal Engagement Program Agency	Occupational Therapy elements of the service must be performed by an Occupational Therapist with a valid Mass. license or by either a certified occupational therapy assistant or an occupational therapy student under the direct supervision of a licensed Occupational Therapist. All occupational therapists must have a valid Mass. license, as governed by Mass. General Laws Chapter 112, Sections 23B to 23E. Skilled nursing elements of the service must be performed by a Registered Nurse or a Licensed Practical Nurse with a valid Mass. license. All nurses must have a valid Mass. license, as governed by Mass. General Laws Chapter 112, Sections 74 to 81C. If the scope of work involves minor home repairs, agencies and individuals employed by the agencies must possess any licenses/ certifications required by the state (e.g., Home Improvement Contractor, Construction Supervisor License, Plumber's license, etc). The Mass. Division of Occupational Licensure governs the licensure and certification requirements for trades involved in minor home repairs.	Staff providing OT and nursing must be CAPABLE certified.	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>In addition, providers shall ensure that individual workers employed by the agency have been CORI checked, and are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Grocery Shopping and Delivery	Agency	Grocery Shopping and Delivery Provider Agency	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy and Client Emergency in the Home Policy.</p> <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Home Based Wandering Response Systems	Agency	Home Based Wandering Response Provider Agency	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include:</p> <ul style="list-style-type: none"> - Maintenance of 24 hour monitoring station, including communication protocols for the hearing impaired and access to interpreter services in emergencies; and - Equipment testing. <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Home Delivered Meals	Agency	Home Delivered Meal Providers	NA	<p>The nutrition provider's central kitchen, meal sites, and caterers must meet the requirements regarding food handling and sanitation as stipulated within the Massachusetts Department of Public Health 105 CMR 590.000, State Sanitary Code for Food Establishments Chapter X and Vending Machines. Food preparation kitchens and meal service sites must have local Board of Health certificates and other applicable licenses. Each nutrition provider should have a Local Board of Health Variance on file for each city and town (Satellite Feeding and Food Manager Certification, 105 CMR 590.003(A))</p>	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy and Client Emergency in the Home Policy.</p> <p>Meals must comply with Elder Affairs Nutrition Standards.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Home Delivery of Pre-packaged Medication	Agency	Pharmacy	<p>Pharmacist must meet licensing requirements of the Massachusetts Board of Registration in Pharmacy</p> <p>The licensing requirements of the Massachusetts Board of Registration in Pharmacy are governed by Massachusetts General Law Chapter 112, Sections 24 to 42A.</p>	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEI Program Instruction 97-55(Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy and Client Emergency in the Home Policy.</p> <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Home Safety/ Independence Evaluations (formerly Occupational Therapy)	Agency	Home Care Agency	<p>The agency must be licensed as a Group Practice in accordance with 130 CMR 432.404 (MassHealthTherapist Regulations that describe the provider eligibility requirements for therapy providers) or as aRehabilitation Center in accordance with 130 CMR 430.600 (MassHealth Rehabilitation Center Regulations that define provider eligibility requirements and program rules).</p> <p>Home Safety/Independence Evaluation services must be performed by an Occupational Therapist with a valid Massachusetts license or by either a certified occupational therapy assistant or an occupational therapy student under the direct supervision of a licensed Occupational Therapist</p>	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements)</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Home Safety/ Independence Evaluations (formerly Occupational Therapy)	Agency	Home Health Agency	<p>The agency must be licensed as a Home Health Agency participating in MassHealth under 130 CMR403.000 (MassHealth Home Health Agency regulations that define provider eligibility requirements and program rules).</p> <p>Home Safety/Independence Evaluation services must be performed by an Occupational Therapist with a valid Massachusetts license or by either a certified occupational therapy assistant or an occupational therapy student under the direct supervision of a licensed Occupational Therapist</p>	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEI Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Home Safety/ Independence Evaluations (formerly Occupational Therapy)	Agency	Homemaker/ Personal Care Agency	Home Safety/Independence Evaluation services must be performed by an Occupational Therapist with a valid Massachusetts license or by either a certified occupational therapy assistant or an occupational therapy student under the direct supervision of a licensed Occupational Therapist	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEI Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Home Safety/ Independence Evaluations (formerly Occupational Therapy)	Individual	Individual Occupational Therapist	<p>Home Safety/ Independence Evaluation services must be performed by an Occupational Therapist with a valid Massachusetts license.</p> <p>All occupational therapists must have a valid Massachusetts license, as governed by Massachusetts General Laws Chapter 112, Sections 23B to 23E.</p>	NA	<p>Individuals who provide this service shall ensure that they are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p>
Laundry	Agency	Laundry Provider Agency	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy and Client Emergency in the Home Policy.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Medication Dispensing System	Agency	Specialized Medical Equipment Provider	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay. Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy and Client Emergency in the Home Policy.</p> <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>
Orientation and Mobility Services	Individual	Certified Orientation and Mobility Specialists (COMS)	NA	Individual providers of Orientation and Mobility Services must have a master's degree in special education with a specialty in orientation and mobility or a bachelor's degree with a certificate in orientation and mobility from an ACVREP (Academy for Certification of Vision Rehabilitation and Education Professionals) - certified university program.	<p>Individuals providing services must also have:</p> <ul style="list-style-type: none"> - Knowledge and experience in the evaluation of the needs of an individual with vision impairment or legal blindness, including functional evaluation of the individual in the individual's customary environment. - Knowledge and/or experience in educating caregivers or direct care staff, or other individuals who provide services to or are otherwise substantially involved in the major life functions of individuals with vision impairment or legal blindness, in sensitivity to low vision/blindness.

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Orientation and Mobility Services	Agency	Human Service Agencies	NA	Individual providers and individuals employed by the agency providing Orientation and Mobility Services must have a master's degree in special education with a specialty in orientation and mobility or a bachelor's degree with a certificate in orientation and mobility from an ACVREP (Academy for Certification of Vision Rehabilitation and Education Professionals)- certified university program.	<p>Any not-for-profit or proprietary organization that responds satisfactorily to the Waiver provider enrollment process and as such, has successfully demonstrated, at a minimum, the following:</p> <ul style="list-style-type: none"> - Providers shall ensure that individual workers employed by the agency have been CORI checked, and are able to perform assigned duties and responsibilities. <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with applicable laws and policies.</p> <p>Staff providing services must have:</p> <ul style="list-style-type: none"> - Master's degree in special education with a specialty in orientation and mobility; or - bachelor's degree with a certificate in orientation and mobility from an ACVREP certified university program - Knowledge and experience in the evaluation of the needs of an individual with vision impairment or legal blindness, including functional evaluation of the individual in the individual's customary environment. - Knowledge and/or experience in educating caregivers or direct care staff, or other individuals who provide services to or are otherwise substantially involved in the major life functions of individuals with vision impairment or legal blindness, in sensitivity to low vision/blindness.

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Peer Support	Agency	Peer Support Agency	NA	Individuals providing Peer Support must have a Certificate of successful completion of Certified Older Adults Peer Specialist (COAPS) training.	<p>Peer Support provider agencies must employ individuals who meet all relevant state and federal licensure or certification requirements in their discipline. If the agency is providing activities where certification is necessary, the agency must demonstrate that individual staff hold such certification. In addition, agencies must demonstrate, at a minimum, the following:</p> <p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>In addition to having a Certificate of successful completion of Certified Older Adults Peer Specialist (COAPS) training, individual staff who provide Peer Support Services must meet requirements for individuals in such roles, including, but not limited to:</p> <ul style="list-style-type: none"> - have been CORI checked; - have experience in providing peer support, self-advocacy, and skills training and independence; - be capable of handling emergency situations; - have ability to set limits; - accept and use supervision; - have ability to communicate effectively in the language and communication style of the individual for whom they are providing peer supports to; - have ability to communicate observations verbally and in writing; - have ability to meet legal requirements in protecting confidential information; - adapt to a variety of situations; - respect privacy and confidentiality; - respect and accept different values, nationalities, races, religions, cultures and standards of living. <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Telehealth providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information. EOE A/EOHHS relies on the providers'</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
					<p>independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOE and EOHHS officials.</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p>
Senior Care Options (SCO)	Agency	Senior Care Organization	NA	NA	<p>Senior Care Organizations enrolled under contract with MassHealth. A senior care organization is a qualified contractor selected to provide services to MassHealth members aged 65 or older who have chosen to participate in Senior Care Options. Under this program, senior care organizations provide a fully integrated geriatric model of care.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Supportive Day Program	Agency	Supportive Day Program Provider Agency	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include:</p> <ul style="list-style-type: none"> - Procedure for orientation of the participant. - Maintenance of a confidential record for each participant. Progress notes shall be written as indicated, at least quarterly, and maintained as part of each participant's record. - Compliance with the state mandatory reporting procedures for reporting suspected cases of abuse or neglect to the adult protective services agency. <p>Staff must be trained in signs and indicators of potential abuse. Programs must ensure the following:</p> <ul style="list-style-type: none"> - An interdisciplinary approach to meeting program goals. - A variety of services offered to meet the needs of participants.-A regular daily schedule to provide structure for the participants. - Sufficient flexibility to accommodate unanticipated needs and events. - Verbal and non-verbal communication between staff and participants to create a caring environment. - Sensitivity to various personalities and health conditions to form supportive and therapeutic relationships. - An adequate number of staff whose qualifications are commensurate with the defined job responsibilities to provide essential program functions. <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Supportive Home Care Aide	Agency	Home Health Agency	NA	<p>Individuals employed by the agency to provide supportive home care aide services must have the following:- Certificate of 75-Hour Home Health Aide TrainingAs well as an additional:-Certificate of 12 hour Supportive Home Care Aide Training in either Alzheimer's Disease Related Disorders or behavioral health disorders, including substance use disorders.</p>	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.Responsiveness:Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>All SHCAs must receive an additional 12 hours of initial training from one of the two SHCA training tracks; Alzheimer's Disease and Related Disorders (ADRD) or Mental Health (MH). The following topics are recommended for MH SHCA: limit setting; depression; personality and character disorders; substance abuse; abuse and neglect; and the stigma of mental illness and behavioral disorders. For MH SHCA, the Home Care Aide Council Mental Health Supportive Home Care Aide training curriculum or equivalent is required. The following topics are recommended for ADRD SHCA: understanding Alzheimer's and Dementia; habilitation therapy, communication skills, personal care, behavior as communication and working with families. For ADRD SHCA, the Alzheimer's Association curriculum is required.</p> <p>An RN shall provide in-home supervision of SHCA's at least once every three months. LPN's may provide in-home supervision if the LPN has a valid license in Massachusetts, and works under the direction of an RN who is engaged in field supervision carried out by the LPN.In addition, each SHCA receives weekly support through training/in-services, team meetings, or supervision that occurs in-home, by telephone or in person. Team meetings are held at a minimum of two hours quarterly and inclusive of SHCAs, supervisors, and other appropriate personnel involved in providing SHCA services. The focus of these meetings is to provide training and group supervision, to conduct case reviews or interdisciplinary case conferences, and to provide support to the SHCA.</p> <p>In addition, providers shall ensure that individual personal care workers employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Supportive Home Care Aide	Agency	Homemaker/ Personal Care Agency	NA	<p>Individuals employed by the agency to provide supportive home care aide services must have the following:</p> <ul style="list-style-type: none"> - Certificate of 75-Hour Home Health Aide Training <p>As well as an additional: Certificate of 12 hour Supportive Home Care Aide Training in either Alzheimer's Disease Related Disorders or behavioral health disorders, including substance use disorders.</p>	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay. Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation and registry requirements).</p> <p>All SHCAs must receive an additional 12 hours of initial training from one of the two SHCA training tracks; Alzheimer's Disease and Related Disorders (ADRD) or Mental Health (MH). The following topics are recommended for MH SHCA: limit setting; depression; personality and character disorders; substance abuse; abuse and neglect; and the stigma of mental illness and behavioral disorders. For MH SHCA, the Home Care Aide Council Mental Health Supportive Home Care Aide training curriculum or equivalent is required. The following topics are recommended for ADRD SHCA: understanding Alzheimer's and Dementia; habilitation therapy, communication skills, personal care, behavior as communication and working with families. For ADRD SHCA, the Alzheimer's Association curriculum is required.</p> <p>An RN shall provide in-home supervision of SHCA's at least once every three months. LPN's may provide in-home supervision if the LPN has a valid license in Massachusetts, and works under the direction of an RN who is engaged in field supervision carried out by the LPN. In addition, each SHCA receives weekly support through training/in-services, team meetings, or supervision that occurs in-home, by telephone or in person. Team meetings are held at a minimum of two hours quarterly and inclusive of SHCAs, supervisors, and other appropriate personnel involved in providing SHCA services. The focus of these meetings is to provide training and group supervision, to conduct case reviews or interdisciplinary case conferences, and to provide support to the SHCA.</p> <p>In addition, providers shall ensure that individual personal care workers employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Transitional Assistance	Agency	Any agency or vendor providing goods and services in accordance with the service description.	NA	NA	<p>Will meet applicable State regulations and industry standards for type of goods/services provided.</p> <p>Telehealth providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their applicable regulations, as well applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information.</p> <p>EOEA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEA and EOHHS officials.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Transportation	Agency	Transportation Provider Agency	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists. Driver and Vehicle Requirements:</p> <ul style="list-style-type: none"> - Verification of valid driver's license, liability insurance, written certification of vehicle maintenance, age of vehicles; passenger capacity of vehicles; RMV inspection; seat belts; list of safety equipment; air conditioning and heating; first aid kits; snow tires in winter; and two-way communication. - Assisting passengers on/off vehicles and from door to door - Tracking and scheduling trips <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include: Client Not at Home Policy, Client Emergency in the Home Policy; and all policies required by 105 CMR 155.00 (Department of Public Health regulations addressing patient and resident abuse prevention, reporting, investigation, and registry requirements). Providers must ensure that staff who transport must: have been CORI checked; experience providing services to individuals with disabilities; can handle emergency situations; and communicate effectively with participants, families, other providers and agencies.</p> <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Virtual Communication and Monitoring (VCAM)	Agency	Personal Emergency Response Provider	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate.</p> <p>Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L. c.66A (Fair Information Practices Act) and EOE A Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include:</p> <ul style="list-style-type: none"> - Maintenance of 24-hour monitoring station, including communication protocols for the hearing impaired and access to interpreter services in emergencies; and - Equipment testing. <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities, including non-emergency response and scheduled assistance; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p> <p>Providers must have the capacity to supply and support devices with a 2-way audio and video connection.</p> <p>PERS providers have the capacity to provide both the waiver ET/CPERS service and VCAM. PERS providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their application regulations, as well as applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information. EOE A/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOE A and EOHHS officials.</p>

Service Name:	Provider Category:	Provider Type:	Provider License Requirements:	Certification Requirements:	Other Standards and Training Requirements:
Virtual Communication and Monitoring (VCAM)	Agency	Virtual Communication and Monitoring Provider	NA	NA	<p>Education, Training, Supervision: Providers must ensure effective training of staff members in all aspects of their job duties, including handling emergency situations, and establish procedures for appraising staff performance and for effectively modifying poor performance where it exists.</p> <p>Adherence to Continuous QI Practices: Providers must have established strategies to prevent, detect, and correct problems in the quality of services provided and to achieve service plan goals with individual consumers by providing effective, efficient services.</p> <p>Availability: Providers must be able to provide contracted service(s) in the geographical areas they designate. Responsiveness: Providers must be able to initiate services with little or no delay.</p> <p>Confidentiality: Providers must maintain confidentiality and privacy of consumer information in accordance with M.G.L.c.66A (Fair Information Practices Act) and EOEA Program Instruction 97-55 (Clarification of Client Privacy and Confidentiality Policies).</p> <p>Policies/Procedures: Providers must have policies and procedures that include:</p> <ul style="list-style-type: none"> - Maintenance of 24-hour monitoring station, including communication protocols for the hearing impaired and access to interpreter services in emergencies; and - Equipment testing. <p>In addition, providers shall ensure that individuals employed by the agency are able to: perform assigned duties and responsibilities, including non-emergency response and scheduled assistance; communicate observations verbally and in writing; accept and use supervision; respect privacy and confidentiality; adapt to a variety of situations; and respect and accept different values, nationalities, races, religions, cultures and standards of living.</p> <p>Providers must have the capacity to supply and support devices with a 2-way audio and video connection.</p> <p>VCAM providers may not be providers of the waiver ET/CPERS service.</p> <p>VCAM providers must comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health (HITECH) Act, and their application regulations, as well as applicable state law, M.G.L. Ch. 66A and M.G.L. Ch. 19A, Section 23(a), to protect the privacy and security of the participant's protected health information. EOEA/EOHHS relies on the providers' independent legal obligation as covered entities and contractual obligations to comply with these requirements. There is not a single state HIPAA compliance officer. This methodology is accepted by EOEA and EOHHS officials.</p>