

Provider Agreement

Attachment A

Virtual Communication and Monitoring (VCAM)

Virtual Communication and Monitoring (VCAM) is a service that provides a personal emergency and non-emergency response service. VCAM functionality includes:

- A response device that enables a 2-way audio and video connection and provides 24/7 access to a response center;
- The capacity for Consumer-initiated requests for emergency and non-emergency response from a response center; and
- The capacity for scheduled assistance by response center staff as established through the person-centered planning process.

VCAM includes a personal emergency and non-emergency response service accessed through an interactive, non-intrusive monitoring system and 2-way audio and video device. VCAM devices are placed in an agreed upon location within the home, based on the Consumer's desire for the location. Consumers will be informed and educated about appropriate locations on where to locate their device. The Consumer has the option to relocate or transport a device within the home to their desired location. These devices are activated at pre-determined times or as needed by the consumer. The Consumer always has control over the device including whether the camera is turned on or off. The system must have visual or other indicators that inform the Consumer when the VCAM system is activated. Placement of VCAM devices will be considered based on assessed need, privacy and rights, and the agreement of the Consumer and others who live in the home. Consent from the Consumer and others in the home must be documented in the Consumer's record.

This service supports Consumers' independence in their home and communities while minimizing the need for onsite staff presence and intervention. The use of VCAM supports the goal of maintaining independence in the least restrictive environment. With the supervision provided through the VCAM device, Consumers will be able to independently manage tasks such as taking their medications, with the additional support and supervision from the response center. VCAM supports the Consumers' health, welfare, and safety, enhancing Consumers' independence in their homes, while decreasing their dependence on others to provide physical assistance with some tasks.

The provider of VCAM service is responsible for troubleshooting, re-education, and correction of any technology issues or failures.

In the event of an equipment failure or a power outage, the response center will notify Consumer's informal supports and the ASAP that the device has been turned offline. Consumer's informal supports and ASAP staff will respond to the notification and follow up as needed.

Consumers may not receive duplicative services from VCAM and the MassHealth State Plan Personal Emergency Response System or the Enhanced Technology/Cellular Personal Emergency Response System service.

The negotiated reimbursement rate includes the device and response center subscription, which pays for 24/7 access to staff at the response center. VCAM service may include device installation and set up costs as a separate service authorization, but regulatory guidelines exclude ongoing provision fees related to internet service.