

DEPARTMENT OF ELDER AFFAIRS PROGRAMS AND SERVICES HANDBOOK

APPENDIX A

Service Descriptions and Standards

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Appendix A: Service Descriptions and Standards

Section 2: Services

Telephone Reassurance

PROGRAM FUNDING SOURCE(S): LSP, OAIIIB

PROGRAM AUTHORITY:

Program Funding

Specific Authority

LSP

Specific Appropriations

OAIIIB

**Older Americans Act, Title III, Part B, Section 321, (a)(5)
42 U.S.C. 3030d**

- A. DESCRIPTION:** Telephone reassurance is defined as communicating with designated clients by telephone on a mutually agreed schedule to determine their safety and to provide psychological reassurance, or to implement special or emergency assistance.
- B. DELIVERY STANDARDS/SPECIAL CONDITIONS:** A client must be homebound to receive this service. Records shall be maintained specifying the agreed to emergency procedures. Assistance shall be sent to the home, if contact cannot be made. Schedules should provide coverage for temporary absences, and weekend and holiday coverage is encouraged.
- C. PROVIDER QUALIFICATIONS:** Volunteers are encouraged to provide telephone reassurance.
- D. RECORD KEEPING AND REPORTING REQUIREMENTS:**
- 1. Unit of Service:** An episode of telephone reassurance is one documented telephone contact with one client or one household. Phone calls made with no response cannot be billed.
 - 2. CIRTS reporting requirements** are included on the next page. ↓

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CIRTS REPORTING REQUIREMENTS				
PROGRAM	SERVICE	REPORTING OF SERVICES	OAA CLIENT REQUIREMENTS	MAX UNITS
LSP	TERA	MONTHLY AGGREGATE REPORTING	NO REQUIREMENTS	9999
OA3B	TERA	MONTHLY AGGREGATE REPORTING	NO REQUIREMENTS	9999