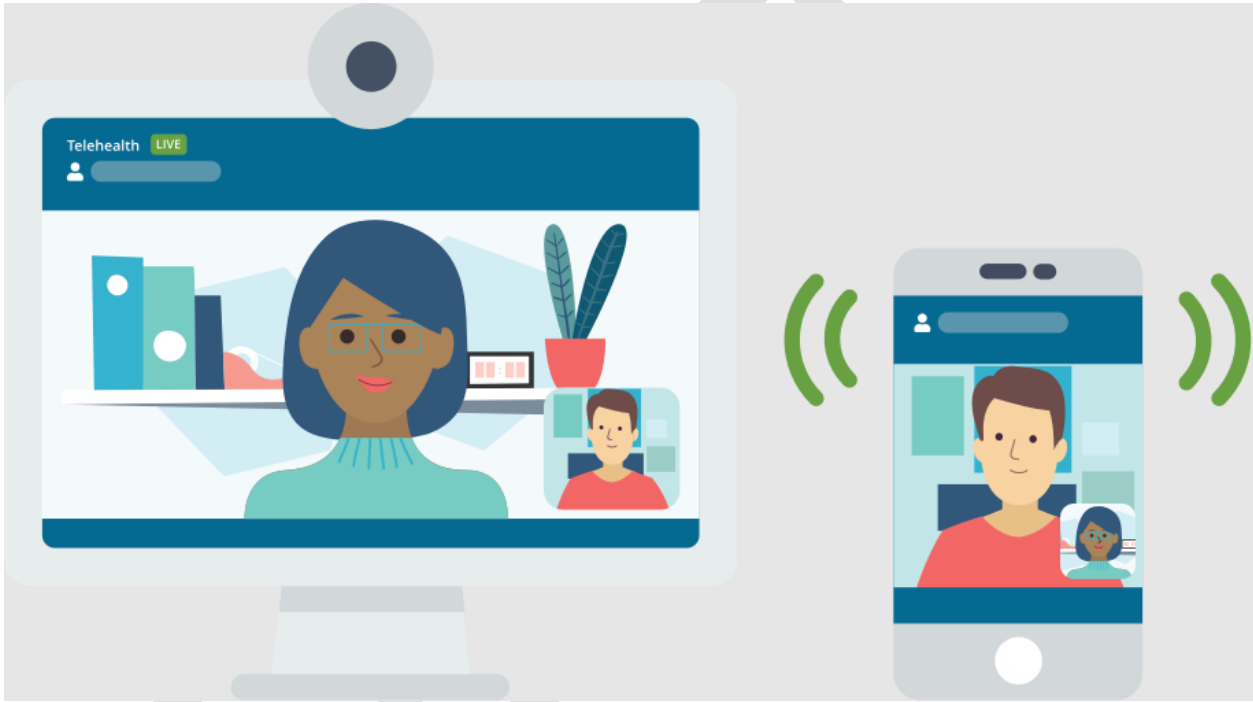


Department on Disability Services Remote Support Services Overview



The DDS Remote Support Services Overview

The COVID-19 Public Health Emergency has changed the landscape of service delivery. The District would like to move forward with modernizing how we deliver services through innovation with a person-centered approach.

The District is proposing to expand beyond the 20% service limitation for Remote Service Delivery for In-home Supports, Supported Living Periodic and add Remote Support Services language to our waiver renewal for the following services:

- In-home Supports
- Supported Living Periodic
- Employment Readiness
- Supported Employment
- Clinical Services
 - Behavioral Supports
 - Creative Art Therapies
 - Family Training
 - Parenting Supports
 - Speech, Hearing and Language
 - Nutrition
 - Fitness
 - Bereavement

Please note Supported Living Periodic with transportation will not be eligible for the Remote service delivery option.

The proposed change will allow for continued Remote Service Delivery post the Public Health Emergency for the services indicated. The Remote Support Services will be a separate billable service with a specialized rate different from the In- person service delivery model for Supported Living Periodic and In-home Supports.

Why should Remote Support Services be considered?

Remote Supports fosters independence by combining technology for service delivery that allows for contact with trained staff when the individual needs assistance. By using equipment such as motion sensors, door sensors and a two-way audio-video communication device, the individual can be prompted and supported to complete necessary activities or tasks.

Whether for extended periods of time, or just a few hours of alone-time each afternoon, Remote Supports can assist individuals to live more independently or help support a safe

transition to independent living. In addition, the caregiver and loved ones can be alerted when certain activities occur, such as home arrival and departure.

Remote Support Services sustains and promotes independence, quality of life and minimizes the dependence for onsite support staff. Remote support is intended to address an individual's assessed needs in a manner that promotes autonomy. By utilizing technology, more options are available to assist and support individuals so they can remain in their natural homes or in a community-based setting.

Remote Support Services are specified by the service plan, as necessary to enable to the participant to promote self-determination and to ensure the health, welfare and safety of the participant and are provided pursuant to person's choice.

How is the Remote Support Service delivered?

Remote Support (RS) enables a person to be more independent and less reliant on staff to be physically present to receive support. The remote caregiver can interact, coordinate supports, monitor, and/or respond to the person's needs through equipment capable of live two-way communication.

Equipment used to meet this requirement include one or more of the following components:

- Motion sensing system
- Radio frequency identification
- Live video feed and or audio feed
- Web-based monitoring system
- Sensor detection monitoring systems; or
- Another device that facilitates live two-way communication. The use of this service is not intended to replace an individual's ability or right to engage with the community.

Remote Support Service Delivery Model:

1. Active Support: real-time oversight during scheduled times. The remote caregiver is monitoring the system in real-time and responding immediately as needed.
2. On-Demand Active Support: real-time oversight only when needed. This type of "as needed" live real-time support is typically started when a triggering event occurs (from a sensor of some type) indicating the need for immediate support.
3. Scheduled Check-In: remote caregiver checks-in with the person at scheduled times. These are typically centered around ADL's or can be a simple wellness check.
4. Drop-In/Check-In: a remote caregiver checks-in at random times to ensure the wellness of the person supported to determine if they need any assistance.

Eligibility Criteria for Remote Support Services

Remote Support Service are not covered in the State Plan, Medicare, or other third-party resources. This service is offered exclusively through the waiver when participants meet eligibility criteria specified in the published Remote Support Services policy guidance.

Prior to seeking funding for Remote Support Services through the waiver, the Service Coordinator is responsible for exploring community based non-waiver options and ensuring any applicable services through the state plan have been exhausted. Documentation that demonstrates this criteria has been met must be noted in the persons Individual Service Plan (ISP).

Who could benefit from Remote Support Services:

- Persons receiving In-Home Support and Supported Living Periodic services who can benefit from remote support services and are able to access remote support equipment
- Persons receiving the identified clinical services remotely residing in eligible settings that are billed in hourly increments
- Note: not daily rate services will be approved

Approval Process for Remote Support Services:

- The individual has a completed Person-Centered Remote Support Tool that is administered by the support team that identifies support needs, preferences, outcomes and tech solutions
- Approval by the person's support team of the completed tool determining if the person is a candidate for Remote Supports and identifies how many hours the individual can receive.
- The persons' support team, through the person-centered planning process, will ensure that the use of this service is in accordance with privacy considerations for the participant and is in accordance with the participant's preferences for service delivery.
- The frequency and duration of this service are based upon the participant's needs as identified and documented in the participant's remote support service plan.

Who can provide Remote Support Services?

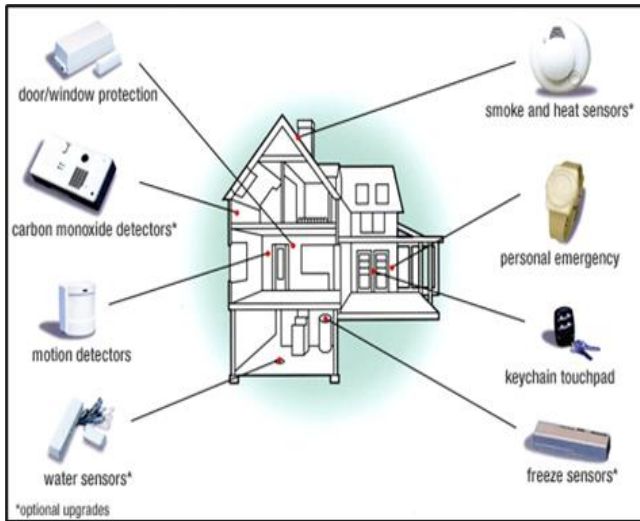
Local IDD Waiver providers who have been certified to provide Remote Support Services. Remote Support Services may also be sub-contracted to vendors who provide Remote Support Services monitoring for the Supported Living Periodic and In-home Supports.

Here are links to some of the vendors who currently offer this service:

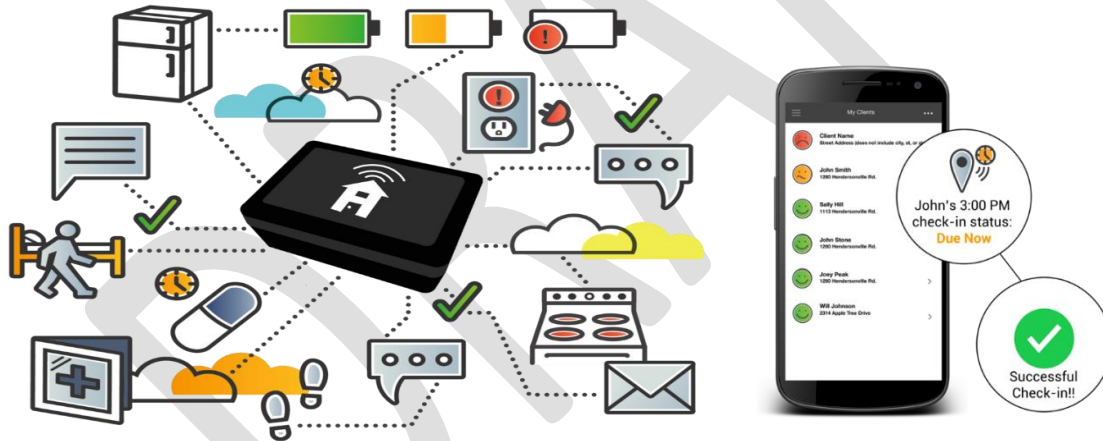
- <https://www.simply-home.com/>
- [Remote Monitoring For Seniors and Disabled | Rest Assured](#)

- [Sengistix](#)
- [Night Owl Support Systems | Building Relationships with Remote Monitoring \(nossllc.com\)](#)
- [SafeinHome | Remote Supports Technology](#)

Examples of Technology Used to Enhance Remote Support Services



- Detectors:
 - Carbon Monoxide
 - Motion
- Sensors:
 - Door/Window
 - Water
 - Smoke
 - Heat
 - Freeze
- Reminders:
 - Check-Ins
 - Medications
- Hub - devices can be connected through one central point to trigger alerts & notifications



Waiver Renewal: Proposed Service Definition for Remote Support Services

Scope: this rule defines remote support services for persons enrolled in the Home and Community-Based Services (HCBS) Waiver for Individuals with Intellectual and Developmental Disabilities (IDD) and sets forth provider qualifications, requirements for service delivery and documentation, and payment standards for the service.

Definitions: for the purposes of this rule, the following definitions shall apply:

1. "Appropriately certified provider" means an entity that directly employs at least one person in addition to the Chief Executive Officer for the purpose of providing services for which the entity must comply with

Sections 1904 (Provider Qualifications) and 1905 (Provider Enrollment Process) Chapter 19 of Title 29 DCMR.

2. "Backup support person" means the person who is responsible for responding in the event of an emergency or when an individual receiving remote support services otherwise needs assistance or should the equipment used for delivery of remote support stops working for any reason. Backup support may be provided on an unpaid basis by a family member, friend, or other person selected by the individual or on a paid basis by an agency provider of In-home Supports, Supported Living Periodic. When backup support is provided on a paid basis by an agency provider or in an agency-with-choice arrangement, the agency provider shall be the primary contact for the remote support vendor.
3. "Local/State Oversight Entity" means Department of Healthcare Finance (DHCF)
4. "Department" means the Department on Disability Services (DDS), Developmental Disabilities Administration (DDA).
5. "Group size" means the number of individuals who are sharing services, regardless of the funding source for those services.
6. "In-Home Supports, Supported Living Periodic, Fitness Nutrition, Parenting Supports, Behavioral Supports, Speech Therapy, Creative Art Therapies, Supported Employment, Employment Readiness Family Training, Parenting Supports, Bereavement" has the same meaning as defined in rules 1916.2, 1934.6, 1936.4, 1936.5, 1936.9, 1942.2, 1919.2, 1932.2, 1918.2, 1922.2., 1924.2, 1932.2, 1933.2.
7. "Quarter Hour billing unit" means a billing unit and corresponding payment rate that shall be used when seven to fifteen minutes of remote support services are provided by the same provider to the same individual during one calendar day.
8. "Individual" means a person enrolled in the Home and Community Based Services Waiver for Individuals with Intellectual and Developmental Disabilities.
9. "Individual service plan" means the written description of services, supports, and activities to be provided to an individual.
10. "Monitoring base" means the off-site location from which the remote support staff monitors and supports an individual.
11. "Remote support" means the provision of supports by staff of an appropriately certified provider at a remote location who are engaged with individual(s) through equipment with the capability for live two-way communication. Equipment rental/purchase shall be through Assistive Technology service. Equipment used to meet this requirement shall include one or more of the following components:
 - a. Motion sensing system
 - b. Radio frequency identification
 - c. Live video feed; or live audio feed
 - d. Web-based monitoring system
 - e. Sensor detection monitoring systems; or
 - f. Another device that facilitates live two-way communication

12. "Remote support provider" means the appropriately certified provider identified in the individual service plan as the provider of remote support. The remote support provider may be either:
 - a. A remote support vendor with unpaid backup support; or
 - b. A provider of In-home Supports, Supported Living Periodic who also acts as a remote support vendor or maintains a contract with a remote support vendor to provide paid backup support.
 - c. A provider of Behavioral Supports, Creative Art Therapies, Employment Readiness, Supported Employment, Family Training, Parenting Supports, Speech Hearing and Language, Nutrition, Fitness, Bereavement services
13. "Remote support vendor" means the agency provider that supplies the monitoring base, the remote support staff who monitor an individual from the monitoring base, and the equipment used in the delivery of remote support.
14. "Active Support" means real-time oversight during scheduled times. The remote caregiver is monitoring the system in real-time and responding immediately as needed.
15. "On-Demand Active Support" means real-time oversight only when needed. This type of "as needed" live real-time support is typically started when a triggering event occurs (from a sensor of some type) indicating the need for support. Please see definition of sensor for further guidance on triggering event.
16. "Scheduled Check-in" means a remote caregiver checks-in with the person at scheduled times. These are typically centered around ADL's or can be a simple wellness check.
17. "Drop-in Check-in" means a remote caregiver checks-in at random times to ensure the wellness of the person supported to determine if they need any assistance.
18. "Sensor" means equipment used to notify the remote support staff or other persons designated in the individual service plan of a situation that requires attention or activity which may indicate deviations from routine activity and/ or future needs. Examples include, but are not limited to, seizure mats, door sensors, floor sensors, motion detectors, heat detectors, and smoke detectors.
19. "Service Coordinator" means the DDS staff responsible for coordinating a person's services pursuant to their ISP and Plan of Care.
20. "Service documentation" means all records and information on one or more documents, including documents that may be created or maintained in electronic software programs, created and maintained contemporaneously with the delivery of services and kept in a manner as to fully disclose the nature and extent of services delivered that shall include the items delineated in this rule to validate payment for Medicaid services.
21. "Support Team" A group of people providing support to a person with an intellectual/developmental disability, who have the responsibility of performing a comprehensive person-centered evaluation to support the development, implementation and monitoring of the person's person-centered ISP and Plan of Care.

22. "Waiver eligibility span" means the twelve-month period following either an individual's initial waiver enrollment date or a subsequent eligibility re- determination date.

Provider Qualifications

1. Remote support shall be provided by an Appropriately Certified Provider that meets the requirements of this rule and that has a Medicaid provider agreement with the District of Columbia.
2. An applicant seeking approval to provide remote support shall comply with sections 1904 (Provider Qualifications) and (Provider Enrollment Process) of Chapter 19 of Title 29 DCMR.
3. Staff of appropriately certified providers and/or Remote Support Vendors under contract with appropriately certified providers who monitor individuals from a Monitoring Base shall complete the training. The training is specified in Section 1906 (Requirements for Direct Support Professionals) of Chapter 19 of Title 29 DCMR, and within Individual Service plans for each person they support.
4. Failure of an Appropriately Certified Provider to comply with this rule and Chapter 13 of Title 29 DCMR (Provider Certification Review Process) may result in denial, suspension, or revocation of the provider's certification.

Requirements for Service Delivery

1. Remote support is intended to address an individual's assessed needs in a manner that promotes autonomy and minimizes dependence on paid support staff and should be explored prior to authorizing services that may be more intrusive, including homemaker/personal care or participant-directed homemaker/personal care, as applicable.
2. A person's Service Coordinator, in consultation with the person supported and their team, will assess whether remote support is sufficient to ensure delivery of service is in a person-centered manner, and ensures their health, safety and welfare.
3. Remote support shall be provided pursuant to an individual service plan that conforms to the requirements of section 1907 (Individual Support Plan) of Chapter 19 of Title 29 DCMR.
4. Remote support shall be provided in real time, not via a recording, by awake staff at a Monitoring Base using the appropriate connection. While remote support is being provided, the remote support staff shall not have duties other than remote support.
5. Informed consent shall be given by the individual who receives remote support and/or their legally appointed substitute decision maker. When remote support involves the use of audio and/or video equipment that permits remote support staff to view activities and/or listen to conversations in the residence, the person who receives the service and each person who lives with the individual shall consent in writing after being fully informed of what remote support entails including, but not limited to, that the remote support staff will

observe their activities and/or listen to their conversations in the residence, where in the residence the remote support will take place, and if recordings will be made.

If the person receiving remote supports or a person who lives with them has a guardian, the guardian shall consent in writing. The person's service and provider shall keep a copy of each signed consent form with the individual service plan.

6. The Remote Support Vendor shall provide initial and ongoing training to its staff to ensure they know how to use remote support monitoring equipment

7. The Remote Support Vendor shall have a backup power system (such as battery power) in place at the monitoring base in the event of electrical outages. The Remote Support Vendor shall have other backup systems and additional safeguards in place which shall include, but are not limited to, contacting the backup support person in the event the Monitoring Base system stops working for any reason. This requirement applies to the Remote Support Services providers for the Supported Living Periodic and In-home Support Services.

8. The Remote Support Vendor shall comply with all federal, state, and local regulations that apply to the operation of its business or trade, including but not limited to, 18 U.S.C. Section 2510 to Section 2522 as in effect on the effective date of this rule and Section 2933.52 of the Revised Code.

9. The Remote Support Vendor shall have an effective procedure for notifying emergency personnel such as police, fire, emergency medical services, and psychiatric crisis response entities.

10. The Remote Support Vendor shall provide an individual who receives remote support with initial and ongoing training on how to use the remote support system as specified in the individual service plan.

11. If a known or reported emergency involving an individual arises, the remote support staff shall immediately assess the situation and call emergency personnel first, if that is deemed necessary, and then contact the backup support person. The remote support staff shall stay engaged with the individual during an emergency until emergency personnel or the backup support person arrives.

a. The backup support person shall verbally acknowledge receipt of a request for assistance from the remote support staff.

b. The backup support person shall arrive at the individual's location within 30 minutes when a request for in-person assistance is made.

12. When an individual needs assistance but the situation is not an emergency, the remote support staff shall address the situation as specified in the individual service plan and/or contact backup support.

13. The remote support staff shall have detailed and current written protocols for responding to an individual's needs as specified in the individual service plan, including contact information for the backup support person to render assistance when necessary and times when remote support will be provided. The individual service plan shall set forth the protocol to be

followed should the individual request that the equipment used for delivery of remote support be turned off. Required remote support content in the ISP must include:

- a. Justification statement that explains how remote support benefits person, promotes independence, assist in outcome achievement, assures health and safety etc. Also, justify the need for any other service such as the need for Assistive Technology services for the purposes to acquire Equipment rental/purchase.
- b. Description of person's personal preferences and how the delivery of remote support will reflect them. This should reflect the utilization of person-centered tools and exhibit how support strategies have been developed to meet the summarized preferences.
- c. Verification that a risk assessment was completed and reviewed through the utilization of person's person-centered tools and other assessment results by the planning team to ensure the appropriate technology solutions and/or support strategies have been identified to address any risk areas.
- d. Description of the required Remote Support equipment function, purpose, features, general location in home, person and family knowledge of and how to use equipment (e.g., turn on and off, how to request assistance remotely, etc.).
- e. Description of initial and ongoing training strategies for person supported, support staff, and family members, if applicable.
- f. Schedule when Remote Supports will be provided and type of Remote Supports (e.g., Active Support, Active On-Demand, Check-in Scheduled, Check-in Random) provided.
- g. Detailed back-up plan description in the event of system failure (e.g., equipment malfunction, power outage). Detailed emergency/back-up responder plan in the event the person needs a paid and/or unpaid in-person response to their residence. The emergency response plan can include natural supports or paid supports. Family members residing in the natural home setting can be unpaid back-up staff. The detailed plan for response at the person's residence or location covered by remote supports should include at a minimum a description of:
 - i. Two-deep supports (natural supports and/or staff).
 - ii. Response time as per requirements defined by the team. In situations requiring a person to respond to person's residence, the response time should not exceed 30 minutes.
 - iii. Response type includes face-to-face and/or telephone, depending on how to optimally respond to the person supported need at that time to ensure health and safety.
 - iv. In emergency situations, remote support caregiver should call 911; and
 - v. Documentation of the event as outlined by Incident Reporting policy.

14. A monitoring device shall be located at the residence of an individual who receives remote support.

15. A secure network system requiring authentication, authorization, and encryption of data that complies with 45 C.F.R. section 164.102 to section 164.534 as in effect on the effective

date of this rule shall be in place to ensure that access to computer, video, audio, sensor, and written information is limited to authorized persons.

16. If reportable incident as defined in section 1908 (Reporting Requirements) of Chapter 19 of Title 29 DCMR, occurs while an individual is being monitored, the remote support provider shall retain or ensure the retention of any video and/ or audio recordings and any sensor and written information pertaining to the incident for at least seven years from the date of the incident.

17. If the duration of remote supports provided is equal to 8 hours per day of the approved total support hours a person receives in any calendar month, then the Provider, back-up staff, or person designated in the individual's support plan, must make an in-person check-in monthly.

Documentation Requirements

Service documentation for remote support shall include each of the following to validate payment for Medicaid services:

1. Type of service
2. Date of service
3. Place of service
4. Name of individual receiving service
5. Medicaid identification number of individual(s) receiving service
6. Name of provider
7. Provider identifier/contract number
8. Begin and end time of the remote support service when the backup support person is needed on site
9. Written or electronic signature of the person delivering the service, or initials of the person delivering the service if a signature and corresponding initials are on file with the provider
10. Number of units of the delivered service per calendar day
11. Description and details of the services delivered that directly relate to the services specified in the approved individual service plan as the services to be provided.

Required Service Delivery Documentation

Provider documentation when delivering remote support shall include:

1. Daily notes to verify service provision
2. Start and stop times
3. Indication if the period during service delivery was uneventful (e.g., "no response needed")
4. If, for example, a sensor alerts the remote caregiver staff, describe the occurrence that activated the sensor, when it happened, who was involved, response, and outcome
5. Description of any communication between remote caregiver staff and person supported

6. Staff attendance logs with staff initials for the time segments each was directly involved in providing remote supports during that time frame, if applicable
7. Provider monthly summary
8. Complete any incident reports as applicable to DDS Incident Management Policy

Payment Standards

1. The billing units, service codes, and payment rates for remote support will be contained in the appendix to this rule.
2. There are two payment rates for remote support, which differ depending on whether an individual is receiving remote support with unpaid backup support or with paid backup support.
 - a. When an individual receives remote support with unpaid backup support, the remote support vendor shall bill for the remote support.
 - b. When an individual receives remote support with paid backup support, the remote support provider shall bill for the remote support and provide the remote support directly or through a contract with a remote support vendor that meets the requirements of this rule.
3. When remote support is provided to multiple persons who live in the same residence, the payment rate for remote support shall be divided equally among the individuals concurrently receiving remote support.

Rate Methodology for Remote Support Services

The rate methodology for the Remote Support Services will be discussed in detail in a forthcoming meeting.