



Remote support: Definition and provision of services

Disability Services Division and Aging and Adult Services Division

December 2021

Agenda

- Definition
- Applicable services
- Benefits of remote support
- Documentation requirements
- Service amount and Non-covered services
- Funding of equipment
- Privacy and HIPAA requirements
- Authorizations



Background

- The Remote Support option for the delivery of many HCBS services was included in the Spring of 2021 waiver plan amendments
- AASD and DSD have both received approval from CMS
- Implementation date is January 1, 2022



Definition

Remote Support is the provision of a covered service by a staff or caregiver who is in a remote location and is engaged with a person through **enabling technology** that utilizes **live two-way communication**.



Definition (cont.)

Enabling technology is the technology that makes the on-demand remote supervision and support possible.

Examples include live audio and video feeds, web-based monitoring systems, Global Positioning Systems, mobile applications, communication devices, smart devices or devices that otherwise meet the requirement for live, two-way communication.



Definition (cont.)

Live two-way communication is the real-time transmission of information between a person and an actively involved caregiver. It can be conveyed through the exchange of speech, visuals, signals or writing but must flow both ways and be in actual time. All transmitted electronic written messages must be retrievable for review.



Definition (cont.)

Remote support is not a service. It is an available service delivery option to meet a person's health, safety and other support needs as needed when it:

- Is chosen and preferred as a service delivery method by the person or their guardian (if applicable)
- Appropriately meets the person's assessed needs
- Is provided within the scope of the service being delivered
- Is provided as specified in the person's support plan.



Definition (cont.)

Remote support can be initiated by the person or the caregiver on either a scheduled or intermittent/as needed basis depending on the individual support needs of the person and as documented in the person's community support plan.



BI, CAC, CADI and DD applicable services

Remote support is allowed for the following services:

- 24 hour emergency assistance
- Assistive technology –assessments
- Community residential services
- Crisis respite
- Family residential services
- Family training and counseling



BI, CAC, CADI and DD applicable services (cont.)

- Day support
- Employment development
- Employment exploration –Plan and Find
- Employment support
- Prevocational services
- Homemaker –home management
- Independent living skills therapies



BI, CAC, CADI and DD applicable services (cont.)

- Individualized home supports without training
- Individualized home supports with training
- Individualized home supports with family training
- Integrated community supports
- Positive support
- Respite –In-home, 15 min units
- Specialist Services



Elderly Waiver (EW) and Alternative Care (AC) programs

Remote support is allowed for the following services:

- Adult companion services
- Family caregiver services
- Homemaker – Home management
- Individual community living supports (ICLS)
- Respite – in-home 15 minute units
- Transitional services



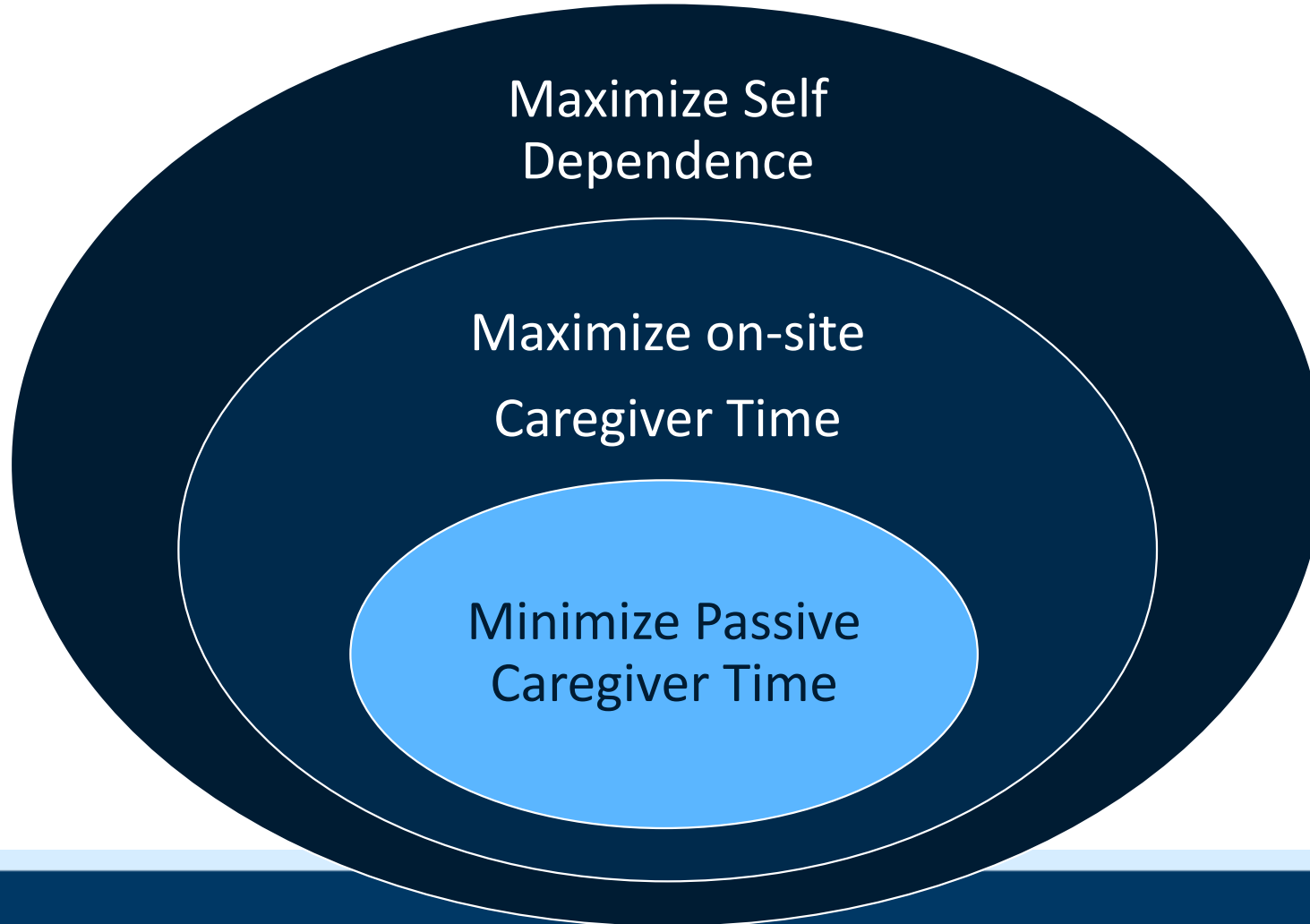
Essential Community Supports (ECS) program

Remote support is allowed for the following services:

- Family caregiver coaching and counseling services
- Family caregiver training and education services
- Homemaker – Home management



Benefits of remote support



Benefits of remote support (cont.)

Over-reliance on direct support workers

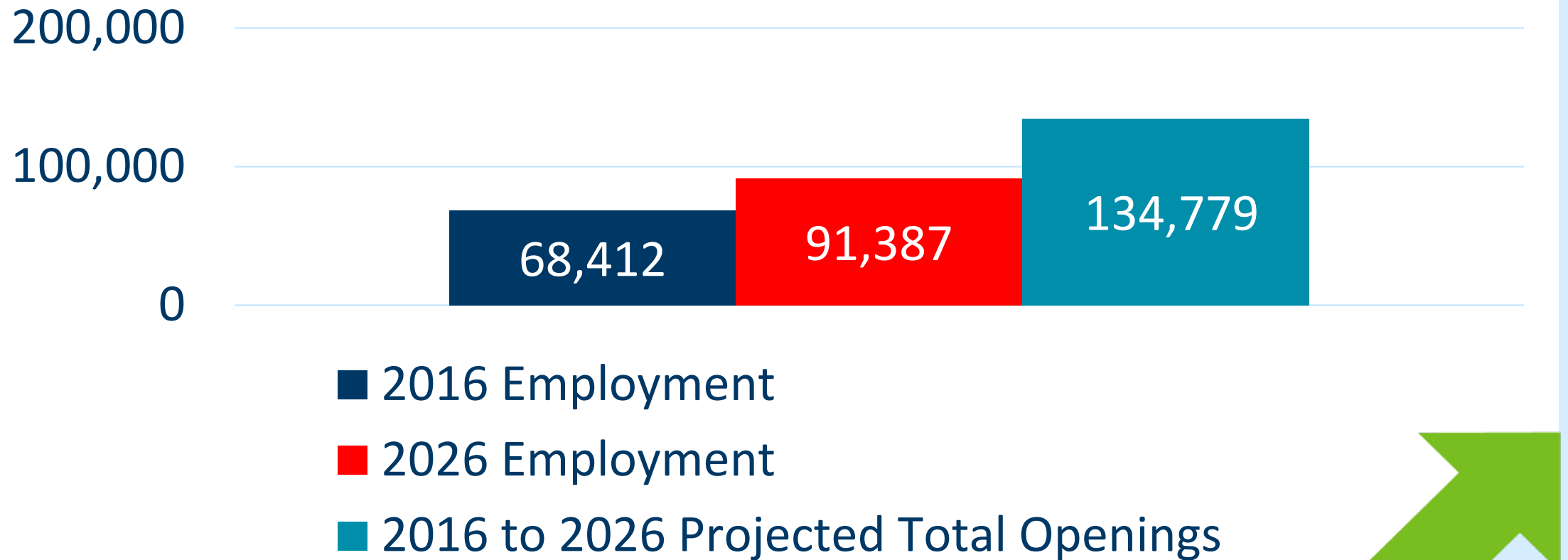
Reliance on direct support workers has steadily increased over time

- Spending on disability waivers
 - 2016: \$2.1 Billion
 - 2019: \$2.7 Billion (forecast)
 - 2022: \$3.1 Billion (forecast)



Benefits of remote support (cont.)

Growth in Personal Care Aide open positions, 2016 to 2026, Minnesota



Documentation requirements

When a person chooses to receive remote support, the person's support plan must document all of the following:

- The person's assessed needs and identified goals that can be met using remote support
- How remote support will support the person to live and work in the most integrated community settings
- The person's needs that must be met with in-person support
- How remote support will not replace in-person support provided as a core service function

Documentation requirements (cont.)

When a person chooses to receive remote support, the person's support plan must document all of the following:

- The plan for providing in-person and remote support based on the person's needs to ensure their health and safety
- Whether the person or their guardian (if applicable) agrees to the use of cameras for service delivery
- Amount, frequency and duration of remote support use.



Service amount

A person may use remote support in a flexible manner that meets their needs within the total yearly authorized amount/budget or units and service specific limitations.

Documentation in the support plan should include the:

- Person's specific goal(s) to meet the assessed need(s) for which delivery of remote support is needed
- Approved method(s) of remote support chosen by the person to be used to meet their assessed need(s)
- Amount, frequency and duration of remote support use



Service amount (cont.)

Individualized home supports (IHS)

- Remote support is a unit-based service authorized in 15-minute units. A maximum of 730 hours can be authorized per year (i.e., 365 days), which is an average of two hours per day
- A person may use remote support in a flexible manner that meets their needs within the total yearly authorized units

The lead agency may send an exception request to DHS for the delivery of more than the average of two hours per day of remote support by completing the [Remote support exception form, DHS-7759A](#).

Service amount (cont.)

Individual community living supports (ICLS) includes the following requirements:

- A maximum of 12 hours per day of service, which includes remote support delivery
- A minimum of one face-to-face, in-person support, scheduled at least weekly



Non-covered services

- Providers may not bill for direct support delivered remotely when real-time, two-way communication does not occur (e.g., leaving a voicemail, sending a FAX, sending an email, internet outage, etc.)
- The waiver does not cover internet service costs
- The waiver cannot cover the cost of utilities, which include phone service. This is a federal Medicaid requirement



Funding of equipment

Remote support does not fund the enabling technology. Technology needed to utilize remote support can be authorized through the following services when it meets the requirements indicated within the service description:

- [Assistive Technology](#)
- [CDCS—Environmental Modification and Provisions](#)
- [Environmental Accessibility Adaptations](#)
- [Specialized Equipment and Supplies](#)



Privacy and HIPAA

The direct staff or caregiver responsible for responding to a person's health, safety, and other support needs through remote support must:

- ➔ Respect and maintain the person's privacy at all times, including when the person is in settings typically used by the general public
- ➔ Respect and maintain the person's privacy at all times, including when scheduled or intermittent/as-needed support includes responding to a person's health, safety and other support needs for personal cares
- ➔ Only use cameras in bedrooms when DHS has given approval
- ➔ Never use cameras in bathrooms


Privacy and HIPAA (cont.)

The direct staff or caregiver responsible for responding to a person's health, safety, and other support needs through remote support must:

- Ensure the use of enabling technology complies with relevant requirements under the Health Insurance Portability and Accountability Act (HIPAA)
- Comply with the data privacy laws, restrictions and guidelines in the the [Minnesota Health Care Program \(MHCP\) Provider Agreement, DHS-4138 \(PDF\)](#) and the data privacy provisions in paragraph 21 of the agreement
- Ensure all transmitted written electronic messages must be retrievable for review. Service providers must choose a storage method that makes the written electronic messages retrievable

Authorizations

How do I authorize remote support for allowable **unit based** services:

- Remote support and in-person service delivery for the applicable services are authorized as separate line items in MMIS
 - Services are paid at the same rate whether provided remotely or in person
 - The HCPCS modifier(s) used for remote support authorizations are different than in-person support authorizations
 - See the [Long-Term Services and Supports Service Rate Limits \(DHS-3945-ENG\)](#) for in-person and remote support service HCPCS
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Authorizations (cont.)

How do I authorize remote for allowable **daily unit** services:

- The authorization does not change for remote support and in-person service delivery
- Service rate calculation includes components for remote delivery of services
- See the [Long-Term Services and Supports Service Rate Limits \(DHS-3945-ENG\)_HCPCS](#)



Authorizations (cont.)

- The [Long-Term Services and Supports Service Rate Limits \(DHS-3945-ENG\)](#) with the remote supports HCPCS was published in July 2021
- MHCP Billing requirements for services do not change
- For more information about billing for HCBS waiver services, see [DHS Waiver and AC Resources and MN–ITS training webpage](#) and [Billing for Waiver and Alternative Care \(AC\) Program](#)



Questions?

Submit questions through the webinar chat



Additional Questions

Additional questions about service policy and technical assistance can be directed to:

Email: DSD.WaiverPolicy@state.mn.us

