

Enabling technology for remote supports

Agenda

- Definition
- Privacy and Informed Consent
- Assessment of remote support need
- Service Delivery Model using Remote Supports



Enabling technology for remote support service definition

Enabling technology means:

Technology that makes on demand remote supervision and support possible and includes a device, product system, or engineered solution whether acquired commercially, modified, or customized that addresses an individual's needs and outcomes identified in his or her individual service plan

The service is:

- For the direct benefit of the individual.
- To maintain or improve the independence of functional capabilities.

Remote support and monitoring will assist the individual to fully integrate into the community, participate in community activities, and avoid isolation.



Enabling technology for remote support service definition (cont.)

Enabling Technology for Remote Supports is not a service, but a service delivery option through the Home-Based Habilitation or Supported Community Living (SCL) service to meet an individual'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 individual's assessed needs.
- Is provided within the scope of the service being delivered.
- Is delivered as specified in the individual's person-centered support plan.

In addition, it is important to keep in mind and document how:

- Remote supports are delivered in a way that respects the privacy of the individual, as well as others residing in the home.
- The remote support will facilitate community integration.
- The remote support will ensure the member's needs are met, and health and welfare needs are addressed.



Privacy when using remote supports

Remote Support Professionals must respect and always maintain the individual's privacy, including:

- When the member is in settings typically used by the public.
- When scheduled or intermittent/as-needed support includes responding to an individual's health, safety, and other support needs for personal care.
- Only use cameras when the IDT has identified a specific support need in the person-centered service plan and the member, their legal guardian, or representative has given informed consent.
 - The use of cameras should be the exception, not the norm.
 - Use of cameras in the bedroom and/or bathroom requires significant justification and approval by the Medical Director.

The agency service provider responsible for responding to an individual'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) such as authentication, authorization and encryption of data is limited to appropriate people outlined in the PCSP.
- Comply with data privacy laws, restrictions, and guidelines.
 - Access is limited to authorized people identified in the member's PCSP.
- Ensure service documentation occurs during remote support delivery in accordance with 441 Iowa Administrative Code 79.3.



Informed consent when using enabling technology

Informed consent must be obtained and the parameters under which the remote support service would be used must be clearly stated. This includes:

- People residing in the home where remote supports are used, and their interested parties, must be made aware of both the benefits and risks of the operating parameters and limitations related to the remote supports.

Informed consent documents must be:

- Acknowledged in writing.
- Signed and dated by the individual (adult and youth), guardian, case manager, and provider agency, as appropriate.
- Maintained as a copy of the signed informed consent by the case manager, guardian, and in the home file.
- Reviewed annually as part of the PCSP process.

Informed consent must be obtained by:

- The member — adult and youth/child.
- Member's guardian.
- Other individuals and their guardians residing in the home.

Withdrawing consent:

- Member would notify their case manager.
- Meeting to determine alternate supports.
- All members residing in home, their guardians and support teams impacted must be informed immediately.



Assessing needs for enabling technology for remote support

The assessment for enabling technology for remote support must meet the following requirements:

- Interview-based
- Intended to assess the member's interest, readiness, and need for enabling technology
- The Enabling Technology Screening tool is used to inform the person-centered planning process
- The initial assessment is completed to determine the appropriateness of technical supports
- A new assessment should only be needed if a significant change to the member occurs



Care provider criteria for assessing the need for enabling technology

Care providers assessing enabling technology needs must meet one of the following criteria:

- Be certified through the Rehabilitation Engineering and Assistive Technology Society
- Be certified through the California State University Northridge's Assistive Technology Program
- Be an occupational therapist currently registered by the American Occupational Therapy Association
- Physical therapist with a degree from a physical therapy program approved by both the Council on Medical Education of the American Medical Association and the American Physical Therapy Association or its equivalent in Iowa
- Be a speech-language pathologist with a certificate of clinical competence in speech-language pathologies from the American Speech-Language-Hearing Association
- Be qualified by training and/or experience to conduct enabling technology assessments



Care provider criteria for enabling technology for remote support services

Providers must meet one of the following criteria to deliver Enabling Technology services:

- Providers enrolled to deliver HCBS BI or ID waiver Supported Community Living services.
- Providers enrolled to deliver HCBS Habilitation Home-Based Habilitation services.
- Other providers qualified by training or experience to provide enabling technology.

To ensure safety and HIPAA compliance, the remote location should have:

- Appropriate, stable, and redundant connections.
- Include backup generators or battery.
- Multiple internet service connections.



Enabling technology for remote supports service delivery model

Remote supports SCL service delivery model:

- Is available for members on the BI and ID waiver or receiving Home-Based Habilitation services;
- Is provided by awake and alert remote support professionals in a remote location and engaged with the member through enabling technology;
- Uses live two-way communication;
- Is provided in addition to or in place of on-site staffing.
- Is documented in the member's PCSP, which specifies the expected outcomes by including how remote supports will meet the goals for independent living and assessed needs, including their health, safety, and welfare needs.
- May be used with either paid or unpaid backup support as directed in the member's PCSP.
 - Paid backup support is provided on a paid basis when:
 - Provided by SCL provider is who is primary point of contact for the remote supports vendor and the entity to send paid staff on-site when needed.
 - Unpaid backup support may be provided by one or more of the following:
 - Family member
 - Friend
 - Other person the member chooses



Enabling technology for remote supports service delivery model (cont.)

Individuals choosing to receive a portion of their SCL services via remote support will be able to receive the enabling technology necessary to allow services to be delivered via remote support.

Additional criteria for service implementation include:

- An evaluation of member's need for assessment of potential successful utilization of enabling devices is completed.
- The device is appropriate and cost-effective.
- The device is procured.
- Training and technical assistance to the member, caregiver, and staff occurs.
- Appropriate evaluation methods are developed to ensure intended outcomes is achieved.
- Provision of a cost-effective and appropriate means to meet the needs identified in the member's person-centered support plan
- Compliance of all items with applicable standards of manufacture, design, and installation.
- Limitation of services to those not otherwise covered under the state plan as a Medicaid benefit, including DME and EPSDT.
- Alignment with the objective of avoiding institutionalization.



Allowable supports with enabling technology

Enabling technology may cover:

- The initial evaluation of the need for enabling technology and, if appropriate,
- A device(s) needed to improve a member's ability to perform:
 - Activities of daily living
 - Control or access his/her environment
 - Communication
 - Equipment rental during a trial period, customization, and rental of equipment during periods of repair.



Allowable supports with enabling technology (cont.)

Devices that may be covered:

- Detectors (carbon monoxide, motion, light)
- Sensors (movement, fall/seizure detection, door/window, water, smoke, heat, freeze, peak flow meters)
- Reminders (check-in, medications)
- Wearable/portable technology, Global Positioning System (GPS), smart watch
- Smart appliances (thermostats, security cameras, washers/dryers, dishwashers, refrigerators, ovens/microwaves, TV, coffee maker)
- Tablets or laptops
- Applications that work with smart technology
- Hub — Devices can be connected through one central point to trigger alerts and notifications.



Service authorization and limits

Assessment

- [\$425.00] for each assessment
- Additional Assessment is completed when significant change in the member's health status
- Authorized with code & modifier = T2029 UA

Enabling Technology Equipment

- Annual limit of [\$4,000] per member per year
- Pays for the cost of the enabling technology equipment
- Authorized with code & modifier = T2029 UB
- Cannot replace a service available as a state plan Medicaid benefit such as DME or EPSDT



Questions?





Unless someone like you cares a whole awful lot, nothing is going to get better. It's not.

— The Lorax by Dr. Seuss, or Theodor “Ted” Seuss Geisel, U.S. children’s author, political cartoonist, and filmmaker



