



## OPERATIONAL MEMO

<b>Title:</b> Remote Supports Service	<b>Topic:</b> HCBS Benefits and Services
<b>Audience:</b> Home and Community-Based Services (HCBS) Members, Case Management Agencies, HCBS Provider Agencies, Advocates, and Stakeholders	<b>Sub-Topic:</b> Remote Supports Benefit and Services
<b>Supersedes Number:</b> N/A	<b>Division:</b> Community Options Benefits and Services
<b>Effective Date:</b> Aug. 1, 2024	<b>Office:</b> Office of Community Living
<b>Expiration Date:</b> Aug. 1, 2026	<b>Program Area:</b> Home and Community-Based Services (HCBS), Personal Care, Homemaker, Virtual Care, Remote Supports, Remote Supports Technology, Assistive Technology, Benefits and Services
<b>Key Words:</b> HCBS, Benefits and Services, Remote Supports, Personal Care, Homemaker, Activities of Daily Living, Telehealth, Assistive Technology, Enabling Technology, Virtual Supports, Electronic Visit Verification, Telehealth	
<b>Legal Authority:</b> CRS 25.5-6-303	
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<b>Issue Date:</b> August 2, 2024	
<b>Approved By:</b> Candace Bailey	

HCPF Memo Series can be accessed online: <https://www.colorado.gov/hcpf/memo-series>

### Purpose and Audience:

The purpose of this Operational Memo is to notify case management agencies, provider agencies, members, families, and other interested stakeholders that the Remote Supports benefit is now a standalone service to help members complete activities of daily living through live, two-way virtual support.

## Information:

Remote Supports provides virtual supports through live, two-way virtual coaching, cueing, and supervision for activities of daily living (ADLs) and instrumental activities of daily living (IADLs) to members that they can safely perform themselves. Since 2022, Remote Supports has been authorized as a sub-service under Personal Care and Homemaker.

As of August 1, 2024, Remote Supports will move to a standalone service on the Home and Community-Based Services (HCBS) Elderly, Blind, and Disabled (EBD), Supported Living Services (SLS), Brain Injury (BI), Complementary and Integrative Health (CIH), and Community Mental Health Services (CMHS) Waivers.

### Remote Supports Providers

The Remote Supports service has enrolled providers available to provide support anywhere in Colorado. A member only needs access to Wi-Fi or be in an area with cell service and prefer virtual support to help with activities of daily living. This service can help with transitions, member independence, and areas where in-person support is limited.

Provider agencies should enroll in Specialty 756: Remote Supports to provide virtual support to HCBS members for ADLs and IADLs. Directions on how to enroll in Specialty 756: Remote Supports can be found on [HCBS Provider Enrollment information webpage](#).

A list of enrolled Remote Supports Providers can be found on the [Remote Supports webpage](#).

### Electronic Visit Verification

Remote Supports will no longer require Electronic Visit Verification (EVV).

Remote Supports cannot duplicate or be provided at the same time as any other HCBS service or Colorado Health First benefit.

### Remote Supports Procedure Codes and Rates

The Remote Supports codes related to Personal Care, Homemaker, and Personal Emergency Response Services (PERS) with an SE modifier are discontinued effective July 31, 2024.

New standalone procedure codes can be found in the [HCBS waiver specific billing manuals](#). Current rates for those codes are in the [HCBS Rates Sheet](#). In general, the new procedure codes are:

- 0593T Remote Supports for the 15-minute service units
- A9279 Remote Supports Technology for monthly costs for Remote Supports devices used by the member in the delivery of Remote Supports.

HCPF has manually added the new Remote Supports lines to active PARS authorized for Remote Supports to begin August 1, 2024, so there will be no disruption of services.

#### Remote Supports Training

Remote Supports training slides and a guide with up-to-date regulations and requirements can be found on the [LTSS Training webpage under Remote Supports](#)

#### **Action To Be Taken:**

Case managers should inform members of this new service during their annual continued stay review and if the member requests to have an ADL or IADL support met with Remote Supports, refer the member to one of the Remote Supports providers.

When prior authorizing Remote Supports services, use new Remote Supports procedure codes and waiver specific modifiers found in the [HCBS waiver specific billing manuals](#).

#### **Attachment(s):**

None

#### **HCPF Contact:**

For more information or questions regarding Remote Supports, please visit the HCPF Remote Supports webpage or contact [Kacey.Wardle@state.co.us](mailto:Kacey.Wardle@state.co.us).