

Remote Supports

Training for HCBS Case Managers

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Intended Learning Outcomes

- Understand Remote Supports
 - Background
 - Examples of Remote Supports
- Know who is Eligible for Remote Supports and General Provisions of the Benefit
- Understand the Support Planning process for Remote Supports
 - Planning for In-Person Backup Support
 - Case Manager Responsibilities
 - Documentation Requirements

Understanding Remote Supports

Background

The Department strives to combine technology and direct care to support people with disabilities by adding a Remote Supports benefit

Using technology instead of in-person supports can increase independence for members, while ensuring the health and safety of the member. Technology can also address workforce shortages and improve access in rural areas while reducing expenditures

Through the Long Bill SB 21-205 and SB 21-210, the Department received approval for the expansion of the Electronic Monitoring benefit, already authorized in select HCBS adult waivers to include a new Remote Supports benefit

What is Remote Supports?

Remote Supports is the provision of support by staff at a remote location who are engaged with the participant to assist and respond to the participant's health, safety, and other needs through technology/devices

Individual interaction with support staff may be scheduled, on-demand, or in response to an alert from a device in the remote support equipment system

The type of equipment and where they are placed will depend upon the needs and preferences of the participant

Examples of Remote Supports

Examples of Remote Supports can include:

- Technology for Cooking Safety
- Overnight Support
- Fall and Wandering Detection
- Prompting for Activities of Daily Living

The technology and support will be specific to each participant's skills, goals, and support needs

Remote Supports Use With In-Person Supports

The Department anticipates participants using Remote Supports for specific tasks that do not require in-person support but still having in-person providers for other tasks

Example:

John may want to access Remote Supports for assistance with his morning routine such as waking up at a specified time, assistance picking clothing, and reminders for self-care but he may still want in-person support for meal prep

Success Stories

Several states have successfully implemented a Remote Supports benefit

Let's take a few minutes to watch a short clip about [Jeremiah's Story](#)

Remote Supports vs. Telehealth

Remote Supports can be used to replace in-person support for tasks that do not require hands-on assistance. The technology used is the service being provided.

Telehealth is a service delivery option for HCBS waiver services that do not include personal care. Telehealth is used as the delivery option for receiving specific services. The technology acts as the modality for delivery.



Questions?



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Eligibility and General Provisions



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Who is Eligible for Remote Supports?

Remote Supports will be included on the following HCBS Adult Waiver Programs:

- Brain Injury (BI) Waiver
- Community Mental Health Supports (CMHS) Waiver
- Elderly, Blind and Disabled (EBD) Waiver
- Spinal Cord Injury (SCI) Waiver
- Supported Living Services (SLS) Waiver

Who is Eligible for Remote Supports?

Remote Supports services shall only be authorized for participants who live alone, or who are alone for significant parts of the day, or whose only companion for significant parts of the day is too impaired to assist in an emergency, and who would otherwise require extensive supervision

Remote Supports **may not** be authorized for participants who live in a home with other waiver participants

Remote Supports shall only be authorized at the participant's request and only for participants who have the ability to utilize the particular system requested

General Provisions

Remote Supports shall only be approved when it is the participant's preference and will reduce the need for in-person care

The participant, their case manager, and the selected Remote Supports provider shall determine whether Remote Supports is sufficient to ensure the participant's health and welfare

The participant, their case manager, and the selected Remote Supports provider are required to identify an in-person backup support person to provide assistance, as needed

In-Person Backup Support

The in-person backup support person is responsible for responding:

- In the event of an emergency
- When a participant needs in-person assistance
- If the Remote Supports equipment stops working for any reason

In-person backup support may be provided in two ways:

- Unpaid by a natural support
- Paid by an agency provider

Remote Supports Protocol

The provider will submit the following to the case manager for review:

- Monitoring system information (e.g., how it works, how it will be maintained, how functioning will be tested, etc.)
- Remote Supports & In-person backup support contacts with a call down process
- Person-specific circumstances (emergency & non-emergency) when in-person backup support is needed, how it is accessed, and how quickly it should arrive following notification being needed
- Identify how long the participant can be safely home alone without support in the event of equipment malfunction or power outage
- The process to be followed if the participant wants equipment disabled



Questions?

Case Management Roles and Responsibilities



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Case Manager Roles and Responsibilities

Support Planning for Remote Supports, if recommended

The case manager is responsible for authorizing Remote Supports and ensuring there is no duplication of services

The case manager is responsible for coordinating with the Remote Supports provider and in-person backup support provider to ensure each party understands their roles and responsibilities

Support Planning for Remote Supports

- Identify the goals and preferences of the participant and discuss whether their needs can be met with the Remote Supports option
- Determine which tasks can be completed using Remote Supports
- Establish the Remotes Supports frequency, scope and duration required in accordance with the participant's assessed needs

Support Planning for Remote Supports

- Assist the participant to find and meet with potential Remote Supports providers, as needed
- Ensure Remote Supports provider's technology recommendations meet the member's needs and goals, and that the member agrees with the recommendation
- The Case Manager will document receipt, review and content of Remote Supports protocol in the department prescribed system, as directed

Remote Supports Authorizations

Case managers are responsible for entering Remote Supports information into the PAR

Remote Supports Equipment - \$1=unit

- State review is required for equipment requests over \$1000
- When submitting a PAR for Remote Supports equipment over \$1000, the system will pend the PAR for State review and approval

Remote Supports Monitoring - 15 minutes = 1 unit



Questions?



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Thank you!