

# Remote Supports in Home and Community-Based (HCBS) Waivers

## General Stakeholder Engagement #1

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Presented by: Courtney Montes



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# Purpose

To provide information, including proposed Service Definition and Regulations for the Remote Supports benefits in specific Home and Community-Based Services (HCBS) waivers and gather stakeholder feedback.



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# Agenda

- Housekeeping
- Introduction to Remote Supports
  - What is Remote Supports?
  - Waivers to include Remote Supports
  - Examples
  - Success stories
- Review draft Service Definition
- Review draft Regulations
- Gather and respond to your, questions, comments, and concerns



# Housekeeping

## Google Meets:

- Muted
- Raise hand and unmute yourself for Questions, Comments, or Suggestions
- Use the Chat Box to enter Questions, Comments, or Suggestions
- The team will answer questions and concerns as we are able, but will need to take back some for deliberation. Thank you for your patience!

## Post Webinar:

- Send further Questions, Comments, and Suggestions to:  
[hcpf\\_HCBSWaivers@state.co.us](mailto:hcpf_HCBSWaivers@state.co.us)
- Look for the webinar recording and other posted materials here:  
[www.colorado.gov/hcpf/OCL-stakeholder-engagement](http://www.colorado.gov/hcpf/OCL-stakeholder-engagement) under “Remote Supports”



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# What is Remote Supports?

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.



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# What is Remote Supports? (continued)

The Department put forth a budget request to expand the existing Electronic Monitoring benefit, already authorized in five HCBS adult waivers (BI, SCI, CMHS, SLS and EBD) to add a remote supports component.

The Department received authority to add the Remote Supports benefit with the signing of SB 21-210 and the approval of the Long Appropriations Bill with an implementation date of January 1, 2022.



# Remote Supports vs. Telehealth

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

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



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# Questions?



# Examples of Remote Supports

- Examples of Remote Supports can include:
  - technology for cooking safely,
  - overnight support,
  - fall detection and wandering,
  - prompting for activities of daily living
- The technology and support will be person specific taking into account each participant's skills, goals and support needs.



# Success Stories

Several States have successfully implemented a benefit similar to Remote Supports.

Ohio is the National leader for this benefit.

[Jeremiah's Story](#)



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# Questions?



# Draft Service Definition

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



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# Draft Service Definition (continued)

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.



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# Draft Service Definition (continued)

The type of equipment and where placed will depend upon the needs and preferences of the individual. Examples of technology include but are not limited to motion sensors, appliance sensors, live video feed, live audio feed, and web-based monitoring systems.



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# Questions?



# Proposed Inclusions

Remote Supports services shall include but not be limited to the following technology options

- Motion sensing system
- Live video feed
- Live audio feed
- Web-based monitoring system
- Another device that facilitates two way communication





# Questions?



# Proposed Exclusions and Restrictions

Remote Supports shall only be authorized for members who live alone, or who are alone for significant periods of time during the day, those living with a companion that would be unable to assist in an emergency, and who would otherwise require extensive supervision



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# Proposed Exclusions and Restrictions

Remote Supports shall only be authorized for members who have the the physical and cognitive skills to utilize the particular system requested



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# Questions?



# Proposed Case Management Responsibilities

Remote Supports is meant to address the needs of the member in a manner that promotes independence and decreases dependence on paid in-person support staff

A member and their Interdisciplinary Team shall address whether Remote Supports is sufficient to ensure the member's health, safety and welfare

# Proposed Case Management Responsibilities

When Remote Support involves the use of audio and/or video equipment that allows support staff to view activities and/or listen to conversations in the residence, the member who receives the service and each person who lives with the member shall consent in writing after being fully informed of what Remote Supports entails including but not limited to the staff being able to observe their activities and listen to their conversations



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# Questions?



# Proposed Provider Responsibilities

Remote Supports shall be provided in real time, not via a recording, by awake staff using the appropriate connection. While Remote Supports is being provided, the Remote Supports staff shall not have duties other than Remote Supports



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# Proposed Provider Responsibilities

The Remote Supports provider shall provide initial and ongoing training to staff to ensure they are familiar with the system being used and the needs of the member as outlined in their service plan

The Remote Supports provider shall provide the member with initial and ongoing training on how to use the equipment as specified in the member's service plan



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# Proposed Provider Responsibilities

The support staff shall have detailed and current written protocols for responding to a member's needs as specified in the service plan including the contact information for the backup support person

There needs to be a current written protocol to follow in the event the member requests that the equipment used for the delivery of remote supports be turned off



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# Proposed Regulations Provider Responsibilities

If a known or reported emergency involving the member arises, the support staff shall immediately assess the situation and call emergency personnel first, if that is deemed unnecessary then staff shall contact the emergency backup support person

The support staff shall stay engaged with the member during an emergency situation until emergency personnel or the backup support person arrives



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# Proposed Provider Responsibilities

Emergency situation continued...

The backup support person shall verbally acknowledge the request for assistance from the support staff

When a request for in-person assistance is made the backup person shall arrive at the member's location within a reasonable amount of time as outlined in the member's service plan



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# Proposed Provider Responsibilities

When a member needs assistance but the situation is not an emergency the support staff shall:

- Address the situation as outlined in the member's service plan
- Contact the backup support person if necessary





# Questions?



# Proposed Technology Requirements

The Remote Supports provider shall have a backup power system in place at the monitoring center in the event of electrical failure

The Remote Supports provider shall have other backup systems and protocols in place which should include but are not limited to contacting the backup support person in the event the monitoring base stops working for any reason



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# Proposed Technology Requirements

A secure network system requiring authentication, authorization and data encryption shall be in place to ensure that access to computer, video, audio, sensors, and written information is limited to authorized persons only



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# Questions?



# Next Steps

- Development of Provider Qualifications and Proposed Rates
- Future Opportunities for stakeholder engagement can be found on the [OCL Stakeholder Website](#)
  - August 18, 2021
    - 2:00 pm - 4:00 pm
  - September 15, 2021
    - 2:00 pm - 4:00 pm
- Present Rules to the Medical Services Board (MSB)





# Questions?



# Contact Info

**Courtney Montes**

HCBS Benefits Specialist

[Courtney.Montes@state.co.us](mailto:Courtney.Montes@state.co.us)

**Lindsay Westlund**

HCBS Benefits Supervisor

[Lindsay.Westlund@state.co.us](mailto:Lindsay.Westlund@state.co.us)



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# Thank you!



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