

Remote Supports

The service definition and limits outlined below do not include all details and requirements. For the service standards, limitations, provider types and qualifications, and reimbursement information, refer to the appropriate Medicaid HCBS DD Waiver.

Waiver Availability

Family Support Waiver (FSW)

Developmental Disabilities Day Services Waiver for Adults (DDAD) Waiver

Comprehensive Developmental Disabilities (CDD) Waiver

NFOCUS Service Codes

Remote Supports 9479 (Install)

Remote Supports 5663 (Monthly)

Service Definition

Remote Supports is the use of technology for a provider to assist a participant from another location via live two-way communication. It allows a provider to monitor a participant's health and safety without being physically present through equipment such as sensors and alerts that generate real-time data. Communication with the remote supports staff is through live or real-time audio and/or video, asynchronous (pre-recorded) communication technology. Staff must be available for in-person assistance at any time during the remote supports service when needed.

Conditions of Provision

- A. A participant chooses each service based on their needs.
 - 1. Services should increase independence and community integration; and
 - 2. The chosen waiver services and who provides them are documented in the participant's Person-Centered Plan (PCP).
- B. Remote Supports equipment must include one or more of the following systems:
 - 1. Motion sensing system;
 - 2. Radio frequency identification;
 - 3. Live video and/or audio feed;
 - 4. GPS Tracking;
 - 5. Web-based monitoring system; or
 - 6. A device that otherwise meets the requirement for two-way communication.
- C. The participant receiving Remote Supports and each person who lives with the individual shall consent in writing, after being fully informed. Remote Supports staff will observe the participant's activities and/or listen to their conversations in the residence where the Remote Supports will take place.
- D. Remote Supports will include the following service components:

1. Equipment: Installation of equipment that does not invade the participant's or other residents' privacy and that can be turned on or off by the participant as needed.
 2. Service Delivery: Monthly implementation of service and monitoring of the technology equipment and individual as needed.
- E. Remote Supports has the following limitations:
1. The provider must ensure technologies used to deliver Remote Supports comply with the Health Insurance Portability and Accountability Act (HIPAA), the Health Information Technology for Economic and Clinical Health (HITECH) Act, and 45 CFR sections 164.102 to 164.534.
 2. Remote Supports may not be authorized at times that overlap with Continuous Home, Host Home, Shared Living, or Youth Continuous Home.
 3. Remote Supports will be delivered in a way that respects the privacy of the individual and is not intended to monitor activities of daily living. Video cameras/monitors are not permitted in bedrooms and bathrooms.
 4. The use of Remote Supports must be a person-centered decision and facilitate community integration, not risk leading to the isolation of the participant from the community or from interacting with other people.
 5. The originating site must have space for all program equipment and full transmission capability.
 6. Remote Supports cannot be authorized at times that overlap with any other waiver service that includes supervision.

Provider Requirements

The information outlined below does not include all provider requirements. It is intended to be general information about providers of this specific DD service.

- A. All providers of waiver services must:
1. Be a Medicaid provider;
 2. Comply with all applicable Titles of the Nebraska Administrative Code and Nebraska State Statutes;
 3. Adhere to standards as described in the Division of Medicaid and Long-Term Care Service Provider Agreement;
 4. Complete Department of Health and Human Services (DHHS) trainings upon request; and
 5. Use universal precautions.
- B. Remote Supports can be offered by agency or independent providers. Independent providers must be approved by DDD Central Office.
1. A DD agency provider is a company enrolled as a Medicaid provider and certified by DHHS to provide DD services and is responsible for:
 - a. Hiring and supervising employees who work with the participant;
 - b. Employing staff based on their qualifications, experience, and demonstrated abilities;
 - c. Providing training to ensure staff are qualified to provide the necessary level of care;
 - d. Agreeing to make training plans available to DHHS;
 - e. Ensure adequate availability and quality of service; and
 - f. Other administrative functions.

- 2. A DD independent provider is a person or vendor enrolled as a Medicaid provider and employed by a participant.
 - a. The participant is responsible for hiring and supervising their provider.
- C. Remote Supports cannot be self-directed.
- D. Remote Supports may be provided by a relative, but not a Legal Guardian or a Legally Responsible Individual.
- E. Providers delivering Remote Supports are required to develop policies and procedures that include:
 - 1. Assurance of the participants' rights to privacy, dignity, and respect is maintained, including the HIPAA compliance of the technology used for Remote Supports.
 - 2. Obtaining written informed consent from the participant, guardian (when applicable), and any others potentially impacted by the provision of remote supports, and maintaining records of these consents.
 - 3. Ensuring continuous coverage of Remote Supports, including in-person supports, or contacting EMS when needed.
 - 4. Instructing the participant and caregiver in the use of the equipment.
 - 5. Ongoing coaching of the participant in the use of the Remote Supports devices.
 - 6. Ongoing training for support staff.
 - 7. Completing the necessary records of monitoring events.

Rates

- A. Remote Supports must be purchased within a participant's annual individual budget amount.
- B. Remote Supports is reimbursed on a one-time installation occurrence and an ongoing monthly fee occurrence.
- C. DD Rates are listed on the [DD Provider webpage](#).
 - 1. Only one fee schedule is effective at a time.
 - 2. The start date is on each schedule; once a fee schedule is no longer valid, an end date is added.