

DD Waiver ISP Addendum: Telehealth and Technology Services

Agency Providers reviewed with individual and or guardian the use of telehealth and technology based on the services provided. The individual and or guardian agree to the use of telehealth and technology as detailed in DD Waiver Service standards and determined by the person within in the following services and supports:

- Living Care Arrangement (SL, FL, IMLS, CIHS)
- Customized Community Supports (CCS)
- Community Integrated Employment (CIE)
- Therapy
 - Physical Therapy (PT)
 - Occupational Therapy (OT)
 - Speech Language Therapy (SLP)
- Behavior Support Consultation (BSC)
- Nursing (LCA and ANS)
- Registered or Licensed Nutritionist
- Respite
- Assistive Technology (AT)
- Remote Personal Support Technology (RPST)
- IDT Meetings

Description of telehealth platform (ex: zoom, WebEx, etc.) and technology and the anticipated frequency that will be used: (Please note: Telehealth is intended to supplement, not supplant, in person delivery of services. Telehealth allows for an individual to choose a combination of in-person and telehealth. Allows for telehealth to occur as needed in an urgent/emergent situation.)

<u>Description of telehealth platform and technology and Type:</u>	<u>Description of Use:</u>
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What is back-up plan in the event of equipment/technology failure? (e.g., evaluation of the existence or availability of back-up power sources, alarms, additional person(s) to assist, etc.)

<u>Back-Up Plan:</u>

NAME: DOB: EFFECTIVE DATE of ISP:

COMMENTS:

ISP Addendum To Telehealth and Technology Instructions

DDSD has taken the initiative to be innovators on the use of telehealth for the delivery of certain DD Waiver services. Providers using telehealth shall carry out practices to ensure compliance with all other HIPAA provisions, including HIPAA privacy. Telehealth services shall be delivered by providers acting within their scope of practice, exercising good clinical judgement and practice in the appropriate use of Telehealth with respect to the service being provided. Telehealth is intended to supplement, not supplant, in person delivery of services. This document is for the individuals and/or guardian to determine whether they would like for telehealth to be utilized for certain services. It is individual and/or guardian choice.

- Prior to ISP meeting each provider agencies must meet with individual and/or guardian to discuss whether the individual and/or guardian approve the use of telehealth in their service and how the provider agency will support the use of technology to utilize telehealth.
- Provider agencies must follow DD Waiver Service Standards on the use of Technology and Telehealth. To ensure the Individual and/or Guardian are made aware of DD Waiver Service Standards that pertain to Technology and Telehealth provider agencies must discuss at minimum the following items in the guidance document included with these instructions.
- During the IDT meeting the individual and/or guardian will initial the boxes on the DD Waiver ISP Addendum for Telehealth and Technology Services where they agree to the use of Telehealth service.
- Description of telehealth platform (ex: zoom, WebEx, etc.) and technology that will be used to provide remote supports:
 - In this box the team will discuss what platform would be best for the individual to utilize in order to access telehealth with various providers.
 - The type of technology that the individual will be utilizing during telehealth will be documented.
 - The anticipated frequency of when telehealth will be used for a specific service. Reminder: Telehealth is intended to supplement, not supplant, in person delivery of services.
- What is back-up plan in the event of equipment/technology failure? (e.g., evaluation of the existence or availability of back-up power sources, etc.)
 - If there are equipment failures what other equipment or technology is available to the person and what are they?
 - If the internet is not available or system is down what is an alternative source?
 - If a meeting needs to be cancelled due to technical failure, how soon should meetings be rescheduled?

ISP Addendum To Technology/Telehealth Guidance

Provider agencies must follow DD Waiver Service Standards to support the use of Technology and Telehealth. To ensure the Individual and/or Guardian are made aware of DD Waiver Service Standards that pertain to Technology and Telehealth provider agencies must discuss at minimum the following:

LCA and Respite Provider Agencies discussed how they will provide support with individual and guardians including:

1. DSP role in supporting Technology for the individual and DSP's role in ensuring health, well-being and privacy of the individual.
2. How DSP will support individuals to learn and use their own or the agency's technology. LCA Provider agency provided information on agency technology.
3. The LCA agency has built fair and equitable cost sharing for Wi-Fi/ internet services into rental and utility agreements.
4. The LCA Provider Agency supports telehealth, remote monitoring, and/ or family/friend contact on various platforms or by using various devices. Remote personal support is provided according to a person's ISP and choice.
5. The LCA provider agency supports access to, and increased use of technology devices as specified in ISP
6. Who will provide support in the event of a system problem such as loss of electricity or connectivity;
7. Technology support is provided by LCA Provider Agency to ensure that:
 - a. technology and technology devices are maintained to operate in good working condition; and
 - b. DSP have access to training and/or technical assistance to use the technology, data, and internet needed to support people with telephonic/telehealth consultation.
 - c. Access to technology supports and devices from product/internet services and/or provider agency internal IT supports is available for assistance.

Customized Community Supports and Community Integrated Employment Provider Agencies discussed how they will provide support with individual and guardians including:

1. Remote based CCS and CIE supports may be used to enhance service provision, if appropriately planned for during the person-centered planning process.
2. Remote based supports may be implemented to assist the individual to explore the community and online community activities, groups and resources. Remote based supports must comply with the CCS and CIE Scope of work. In addition:
 - a. Staff must be trained to support individuals to use remote based supports.
 - b. Remote based supports may only be billed from the start time of the remote based class/session to the end time of the remote based class/session. Agencies may only bill for one location at a time, either remote or in person, not both.

- c. Agencies may not bill for time used to develop remote based supports or supplies associated with sessions.
- d. If technical issues occur (i.e., internet outage, power or connectivity issues) only the hours that the service was provided can be billed.
- e. Remote based supports must meet accessibility requirements related to both the ADA and the individual's technology availability.
- f. Providers are responsible for providing remote services on a platform that all individuals can access. An inability for an individual to access remote services is the same as choosing to not provide the service.
- g. Remote based supports must be person centered and presented in the ISP Action Plan and Outcomes.
- h. Remote based supports are intended to supplement not supplant community-based services and must not lead to social isolation. Individuals are encouraged to participate in the community and employment to the fullest extent possible in conjunction with the use of remote based supports.***
- i. IDTs are encouraged to explore AT and RPST to support independence to the fullest extent.

PT, OT, and SLP Providers discussed with individual and guardians:

1. Therapy services, including training and monitoring may be delivered in person (face to face), via telehealth (remote), or through a combination of both methods, based on the task to be completed, the condition of the individual and the therapist's assessment of the situation. Unless there is a public health emergency, the therapist may not rely on providing only remote services during the ISP year. When utilizing telehealth services, the individual should be afforded the right to privacy.
2. Therapists participate in annual and any ARM related IDT meetings in person (face to face), or via telehealth (remote) based on health and safety needs at the time of the meeting.

BSC Providers discussed with individual and guardians;

BSC services, including training and monitoring may be delivered in person (face to face), via telehealth/telephonic (remote), or through a combination of methods, based on the task to be completed, and the BSC's assessment of the situation in collaboration with the individual and/or their guardian (if applicable). Unless there is a public health emergency or natural disasters, the BSC may not rely on providing only remote services during the ISP year. When utilizing telehealth services, the individual should be afforded the right to privacy.

AT Provider Agencies discussed with individual and guardians:

Purchase of devices (iPads/tablets, smartphones, and other similar devices) used to access remote telehealth services and social/community access may be purchased using AT funds.

RPST Provider Agencies discussed with individual and guardians:

RPST includes, but is not limited to, supports with or without alert capabilities and or monitoring such as: home sensors, mobility, safety, and health management devices; remote

task/event cueing, prompting or interactions; location assistance or monitoring; personal emergency response systems; remote video, audio or other “check in “monitoring systems; and environmental control devices or systems that are associated with a monitoring device/system. This may include “smart” devices for home, day, travel, or mobility that are purchased or obtained by the individual for use in a variety of life settings. When utilizing telehealth services, the individual should be afforded the right to privacy.

Nurses and Registered or Licensed Nutritionist discussed with individual and guardians:

1. Nursing assessment should be completed in person when possible although telehealth/remote methods may be used when needed based on prudent nursing practice. Unless there is a public health emergency or natural disaster, the Nurse may not rely on providing only remote services during the ISP year. When utilizing telehealth services, the individual should be afforded the right to privacy.
2. If the minimum routine required face to face visits have been met, nursing services, including DSP training and monitoring of the individual and implementation of all plans, may be delivered in person (face-to-face), via telehealth/remote methods or through a combination of methods, based on the task to be completed, the condition of the individual and the nurse’s assessment of the situation.

IDT Meetings:

Refer to DD Waiver Service Standards 11-1-21 Chapter 6.5.2 for Clarification on when IDT meetings to review and/or modify the ISP are required circumstances. Chapter 6.2.2 clarifies that the CM convenes the IDT within ten business days of receipt of any reasonable request to convene the team, either in person or through remote teleconference/video. CM must notify all IDT team members and those the individual wants to invite to their meeting. Please remember it is client/guardian choice as to whether they would like their meeting to be done remotely or in person.