



MICHELLE LUJAN GRISHAM
Governor

PATRICK M. ALLEN
Cabinet Secretary

Date: 5/23/2024 **DDSD-DDW Numbered Memo 2024-11**

To: All Developmental Disabilities Waiver (DDW) Behavioral Support Consultants (BSC), Occupational Therapists (OT), Physical Therapists (PT), and Speech Language Pathologists (SLP)

From: Christopher Futey, DDSD, Deputy Director *Christopher Futey*
Susan Seefeldt, Bureau of Behavioral Support Bureau Chief
Susan Seefeldt

Subject: BSC and Therapy Services Changes to Standards and In-Person & In-the-Residence Visit Clarification

This memo is intended to clarify changes to the DDW Service Standards 12.2 and Service Requirements for Therapists and BSCs related to in-person and in-the-residence visits.

- Section 12.2 Telehealth for Professional and Clinical Services is being removed and addressed within sections 12.3 and 12.5.
- Section 12.3 Behavior Support Consultation does not require the BSC to provide monthly in-person visits in the residence. This will be updated to reflect that, **“A BSC in-person (face-to-face) visit must occur on a quarterly basis in the home.”**

Section 12.3.3 Service Requirements specifically state: 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). This will be updated to reflect that, **“A BSC in-person (face-to-face) visit must occur on a quarterly basis in the home.”** Unless there is a public health emergency, the BSC may not rely on providing only remote services during the ISP year.

- Section 12.5 Therapy Services does not require therapists to provide monthly in-person visits in the residence. This will be updated to reflect that, **“A therapy service in person (face-to-face) visit must occur on a quarterly basis in the home.”**

Section 12.5.3 Service Requirements specifically state: 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. **“A therapy service in person (face-to-face) visit must occur on a quarterly basis in the home” will be added to the next version of service standards.**” Unless there is a public health emergency, the therapist may **not** rely on providing only remote services during the Individual Service Plan year. 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 remote service delivery options. Therapists must follow the agreements made regarding the modality in which the service is delivered. It may not exceed 50% of total visits.

Telehealth only exceptions are not guaranteed and will be considered on a case-by-case basis based on justification and the best interest of the individual.

Submit a Bureau of Behavioral Services Exception Authorization Review form to Susan.Seefeldt@doh.nm.gov or Heather.Clark@doh.nm.gov for BSC exception consideration.

Submit a Developmental Disabilities Supports Division Exception Authorization Review form to Christopher.futey@doh.nm.gov for Therapy exception consideration.

If you have any additional questions, please contact Christopher.Futey@doh.nm.gov for therapy and Susan.Seefeldt@doh.nm.gov for questions related to BSCs.