

Guidance to Enter Remote Supports Services on Individual Support Plan (ISP) in HCSIS for Adult Autism Waiver (AAW) Participants Attachment B

This document provides guidance on the process for adding Remote Supports services and rates to the ISP for participants in the Adult Autism Waiver (AAW). Supports Coordinators (SCs) should note that the process for adding the Remote Supports service to an AAW ISP is different than the process to add this service to an ISP in the Intellectual Disability and Autism (ID/A) waivers.

“Remote Supports Service – Technology” (W6087, the equipment for the service) and “Remote Supports Service – Maintenance” (W6088, the direct component of the service) have individualized rates. In the AAW, the SC must enter the rate as it appears in the Remote Supports Proposal submitted by the Remote Supports provider. See pages 2-3 of this document for examples.

SCO/SC ACTION: Step-by-step instructions to add remote support services to the ISP in HCSIS

1. Verify that there are no active authorizations in the participant’s ISP for Residential Habilitation Community Home or LifeSharing.¹
2. Send the Remote Supports Proposal to the assigned Regional Office Representative (RO) at the Bureau of Supports for Autism and Special Populations (BSASP).
3. Wait for BSASP approval of the Remote Supports Proposal before entering the service into the ISP.
4. In HCSIS, begin the critical revision or annual review, as appropriate.
5. Navigate to: Plan > View/Modify Plan Details > Goals.
6. Verify there is an existing, active goal that makes sense to link to the Remote Supports service or add a new goal. The Remote Supports service can share goals with other services OR have an independent goal. If a goal is linked only to Remote Supports, it does not require an objective.
7. Navigate to Service Details and click [Add].
8. In the Service Name dropdown, select [**Remote Supports Service – Technology**]. Select the desired provider. Click [Add Selected Service].
9. Link the appropriate goal, enter the service start and end dates, and enter the “Individualized Rate” using the “Service Unit Cost” on the Remote Supports Proposal. Enter the units per visit and frequency using the information in the proposal. The total units should align with the remaining ISP year and not with the fiscal year. The Remote Supports provider usually lists the fiscal year (FY), which is used for the ID/A waivers but not for the AAW.
10. Manually enter the required number of units (HCSIS will not automatically calculate the units) and verify the total dollar amount.
11. Enter the contingency details. In the contingency plan details box, copy and paste the contact information for technical and remote supports assistance from the proposal (typically found on the last page) into the box. The sales representative should not be included in the contingency plan. Click [Save].
12. Click [Add] in the service details.

¹Remote Supports Maintenance (W6088) cannot be authorized as a service on the service plan for participants who are authorized to receive Residential Habilitation (Community Homes or Life Sharing) services. However, the Remote Supports Technology (W6087) service may be used to obtain necessary technology for someone in Residential Habilitation who desires to use Remote Supports.

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13. In the Service Name dropdown, select [**Remote Supports Service – Maintenance**]. Select the desired provider. Click [Add Selected Service].
14. Link the appropriate goal, enter the service start and end dates, and enter the “Individualized Rate” using the “Remote Supports [hourly] Rate” on the Remote Supports Proposal. Enter the units per visit and frequency using the “Proposed Remote Supports” information in the proposal.²
15. Repeat steps 10-12 above. Click [Save].

Examples:

Remote Supports-Technology/Equipment (W6087)

In the example below, there were five months left in the current ISP year at the time the proposal was approved by BSASP. This participant needs \$69.10 per month. The SC can disregard the “Current FY Total Units” and “Total Units Annualized” information as it aligns with ID/A waivers but not the AAW service entry method.

AUTHORIZATION SERVICE CODES
Service Name: Remote Supports-Technology/Equipment Service Procedure Code: W6087 Service Unit Cost: \$69.10 <small>(cost of equipment per month)</small> Current FY Total Units: 3 <small>(current fiscal year # of units)</small> Total Units Annualized: 12 <small>(next fiscal year # of units)</small>

The SC enters the Technology service (W6087) using the date the Remote Supports Proposal was approved by BSASP as the service start date. The SC manually enters the rate at \$69.10 and a frequency of 1 unit, 1 time for 30 days. The SC manually enters five units (one for each month remaining in the ISP year).

Technology and of Remote Supports Service – Maintenance (W6088)

In this example, the participant needs 14 hours/week at a rate of \$9.00 per hour.

Remote Supports Rate
Proposed Remote Supports: 14 Hours/Week Remote Supports Rate (Medicaid): \$9.00/Hour Total (by timeframe): \$126.00/Week \$546.00/Month \$1,638.00/Quarter \$6,552.00/Year

² The Remote Support provider proposes one unit as one hour (not 15 minutes). This is acceptable for the service, and the units do not need to be converted to 15-minute segments.

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The SC enters the Maintenance service (W6088) using the date the Remote Supports Proposal was approved by BSASP. The SC manually enters the rate at \$9 and a frequency of 1 unit, 14 times for 7 days. The SC manually enters 280 units (5 months remaining in the ISP year x 4 weeks per month x 14 units per week).