



What you need to know to consider

Remote Supports

What is the Remote Supports service?



The Remote Supports service provides real-time two-way communication via technology between a participant and a support center. The purpose of the Remote Supports service is to assist participants in obtaining and/or maintaining their independence and safety within their home and in the community, as well as decreasing the need for assistance from others. Remote Supports is used during periods of time that direct services are not required.

Some examples of what Remote Supports can be used for:

- Medication management
- Seizure detection
- Overnight support
- Kitchen safety
- Fall detection
- Navigating the community
- Daily check ins
- Detection of open doors

EXAMPLES OF HOW INDIVIDUALS CAN BENEFIT FROM THE REMOTE SUPPORTS SERVICES:

Robyn 

Robyn has a seizure disorder and needs help with her medications, but she wants to live in an apartment independently. The Remote Supports service can be used to provide ongoing, 24-hour remote detection of seizures and send help, if needed. The service can also provide reminders to take her medication and verify when she has done so.

Robyn can continue to receive her direct supports in the community while living independently and safely in an apartment.



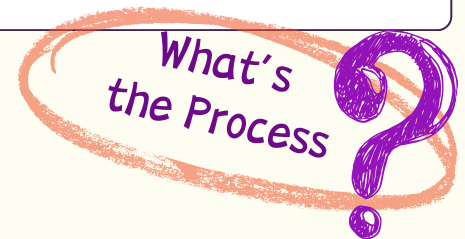
Bryce 

Bryce lives with his sister, who works outside of the home. He has fallen several times and also needs help with safety choices, such as whether he should open the door for someone. The Remote Supports service can help Bryce to remain safe when his sister is not home with him. The service can monitor for falls and also help Bryce to make decisions when he needs to answer the door or make other safety-sensitive decisions on his own.



Limitations

- Remote Supports can only be provided at the same time as Respite or Community Support for the first 120 calendar days after full use of the service by the participant to assist with transition. The participant may receive Respite and Community Support services after 120 days, but they may not use these services during periods when Remote Supports are being delivered.
- Although participants who receive Residential Habilitation may not be authorized to receive the Remote Supports Maintenance service (W6088), they may receive Remote Supports Equipment and Technology (W6087). The maintenance component of Remote Supports is paid by the Residential Habilitation because it is included in the Residential Habilitation rate.
- Remote Supports usually requires an internet connection, but the Remote Supports service cannot pay for the internet service.
- Items that are not monitored by the Remote Supports provider via two-way communications (for example, doorbell or security cameras, automatic stove shut offs, etc.) must be purchased through Assistive Technology, not the Remote Supports service.
- The service **is not** appropriate for participants who require direct supervision or assistance during the time the Remote Supports service would be delivered.



1 PREPARE

Meet with the participant and team to explore ways the Remote

- Supports service may be beneficial and appropriate for the participant.

Locate an enrolled provider by consulting the Supports and Services Directory.

- Share (with consent) the participant's information and needs with the Remote Supports service provider.

Obtain and review the Remote Supports Implementation Plan, prepared by the provider in collaboration with the team.

- Coordinate a team meeting, including the Remote Supports provider, to review the proposed implementation plan.

2 ADD

Document in a service note the specific needs the Remote

- Supports will address. (This must be specific to the technology being requested in the implementation plan and the hours of Remote Supports requested).

Send the proposed implementation plan to the assigned BSASP Regional Office (RO) Representative for review and approval.

- Upon BSASP approval of the implementation plan, put the ISP into a draft status and add the Remote Supports services (W6087 and W6088).

3 IMPLEMENT

Coordinate with the participant and the provider for delivery and installation of the necessary equipment.

- Ensure the participant is trained on the equipment and knows how and when to initiate contact with or respond to the Remote Supports staff. (This is usually done by the Remote Supports provider, but other AAW services can be used to support additional learning).

- Assess the success of ongoing delivery of the support and adjust services, as needed, through monthly contact and quarterly monitoring.