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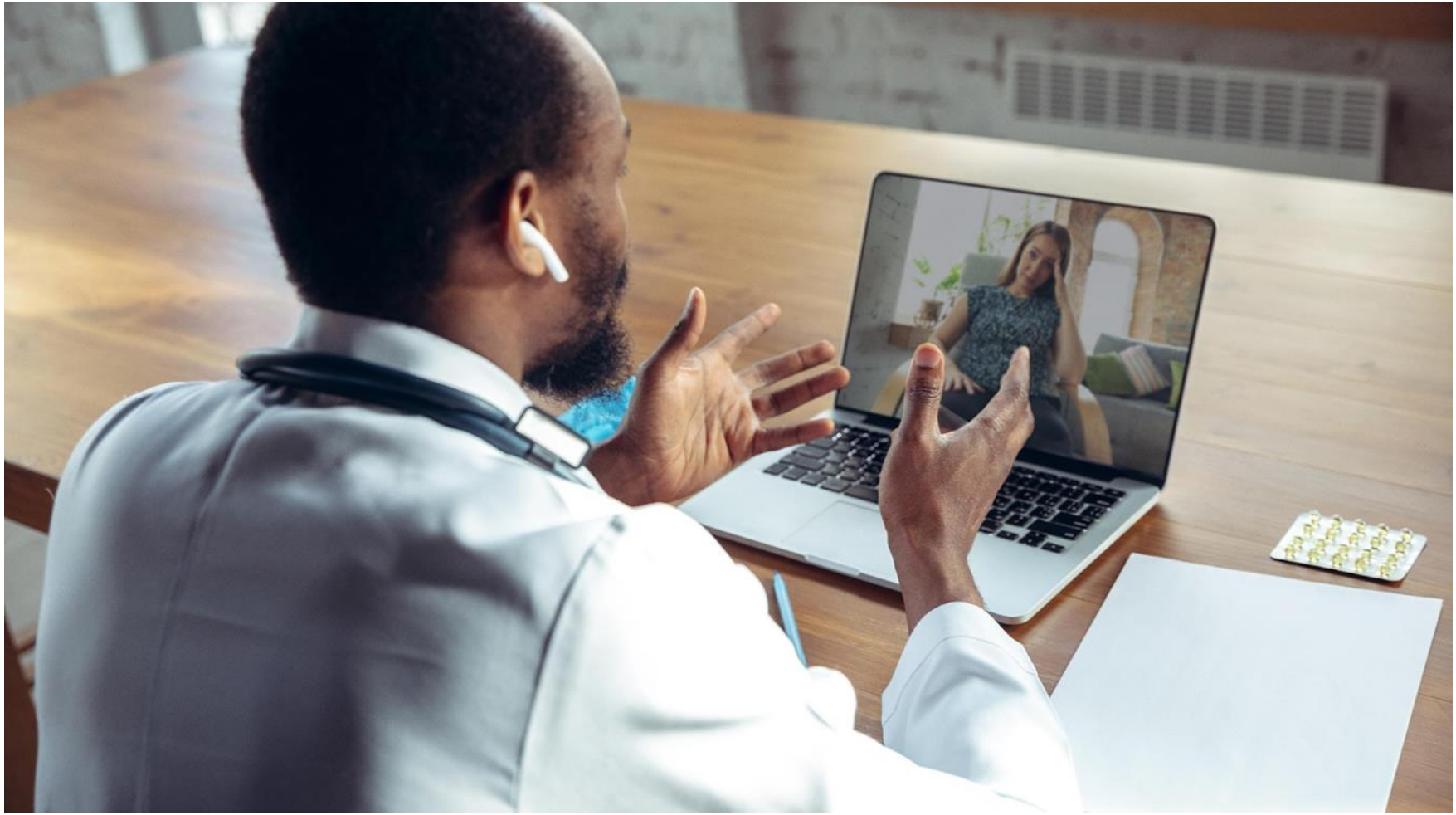

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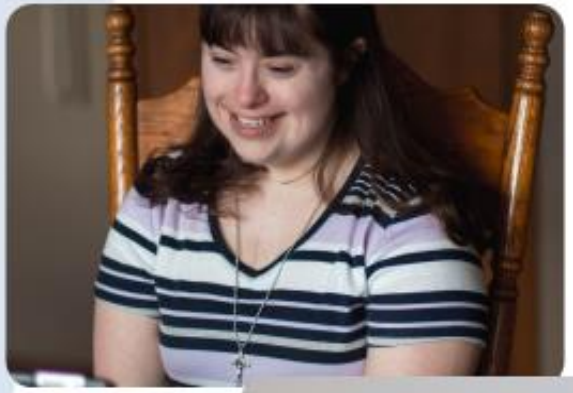
Many people with intellectual disabilities and autism (IDA) need to go to the ER for care

- High-risk/multiple comorbidities
- Lack of access to medical care otherwise
- Regulatory and policy requirements
- Primary doctor lacks immediate availability



2

Emergency Room Experience

For Individuals with IDA

- Frightening experience
- Exposure to infection
- Disruption of routine
- Missed medication
- Trauma of transport

For Staff & Caregivers

- Increased job/home stress
- Worsening staff shortages
- Increased overtime
- Sleep deprivation
- Exposure to infection

Specialty Telehealth and Assessment Team (STAT):

- This service is consultative and provides disability-specific advice on when best to seek additional or in-person medical treatment for the participant.
- Can occur in the participant's private or residential home to help assess their need for medical attention
- Includes support and consultation to paid and unpaid caregivers to build their capacity to better understand the best approaches for supporting the participant depending on their symptom presentation.

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- This service will not duplicate any service available to the participant through the state plan.
- This service will not supplant in-person exams as needed.
- This service is provided as a monthly service and billed in monthly units.

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- All individuals enrolled in Person Family Directed Support (P/FDS), Community Living and Consolidated waiver are eligible for the service (all ages and living situations).
- STAT must be added to the ISP and authorized by the Administrative Entity (AE) prior to the service being used.
- STAT costs will be included in the annual limit for P/FDS and Community Living Waivers.

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- Physicians providing this service must have access to and be familiar with clinical guidelines for the provision of health care to individuals with intellectual and developmental disabilities.
- Clinical guidelines must be based on evidence-based practices and clinical expertise and serve to inform the health care decisions and recommendations
- All staff who will render this service must have completed specialized training/curriculum on how to provide medical assessment, treatment interventions, and recommendations regarding the physical health care needs of individuals with intellectual disabilities, developmental disabilities or autism.

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- This service must be provided or overseen by physicians who are:
  - Licensed to practice medicine in the Commonwealth of Pennsylvania, or have appropriate reciprocity
  - Board Certified or board eligible with the American Board of Medical Specialties (ABMS)
- Functions which are overseen by a physician with the above qualifications will be provided by a Registered Nurse, Certified Registered Nurse Practitioner, or Physician's Assistant acting within their scope of practice

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STAT Service

- Approved as a waiver service
- STAT service can be added to each ISP
- Individuals/agencies will work with their support coordinator to add the STAT service

7

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What is STAT Service?

- 24/7 access to a physician 365 days/year who triage and evaluate medical conditions as needed
- Specialized physicians with extensive education and experience with the IDA population
- If patient requires higher level of care after physician assessment, warm handoff to ER or another provider
- Aftercare program with nursing follow up to discuss test results and complete clinical check-ins
- Technical ability to interface with patient's medical records if available
- Technical assistant facilitates every encounter

8

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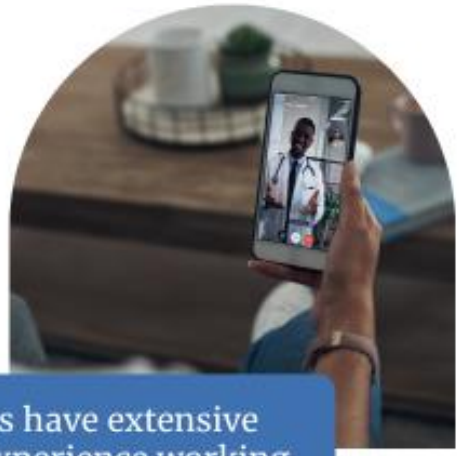
How the STAT Service Can Help

Provides immediate access to doctors specialized in IDA

- Anytime, anywhere
- 24 hours a day
- 7 days a week
- 365 days a year



STAT doctors have extensive training and experience working with individuals with IDA

- Understand the special needs of this population
- Understand challenges of group homes, DSPs, & nurses
- Understand challenges of families caring for people with IDA

9

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Why is the STAT Service important?

On demand access to specialized doctors = Avoid unnecessary ER visit and remain in community = Improved quality of life

Spending your time with friends, working, listening to music....

Empowers people to thrive in the community by accessing care when they want and need it, and from where they are most comfortable!

Taking control of healthcare needs is the ultimate tool for person-centered care

7

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When to Utilize the STAT Service?

"Everyday" questions:

- I gave a medication at the wrong time, what do I do now?
- I have run out of my seizure medication, what can I do?
- I have a cough, could this be serious?
- My blood pressure is high, what do I do now?

"Potentially Serious" questions:

- I fell, do I need to go to the ER?
- I keep vomiting, is this an emergency?
- Should I worry about my fever?
- I have an odd pain, is it serious?

11

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STAT Step-by-Step Process

1 Phone Call

Call STAT Service Phone Line

2 Receptionist

The STAT receptionist will collect patient information including birthdate, current medications, and vitals (Only standard medical equipment needed)

3 Technical Assistant

The STAT technical assistant will help you complete patient check-in from your smart device (iPad, tablet, iPhone, or Android)

4 Clinician

The STAT clinician will join you momentarily

12

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Who Benefits from Using the STAT Service?

People with IDA

- Provides immediate access to doctors who understand IDA
- Reduces time and energy spent addressing health needs
- Improves quality of life with better health outcomes sooner & maintained wellness longer
- Empowers individuals to thrive in their community and spend more time on activities they enjoy

Caregivers & Support Providers

- Provides immediate access to doctors who can give guidance on any health concern
- Reduces trips to the ER or urgent care
- Offers peace-of-mind and alleviates stress
- Prevents caregiver burnout, staff shortages, and turnover

Support Coordinators

- Expands options for people who need more IDA-specialized healthcare
- Reduces critical incident reports and makes case loads more manageable
- Offers more choice and person-centered services to people supported

13

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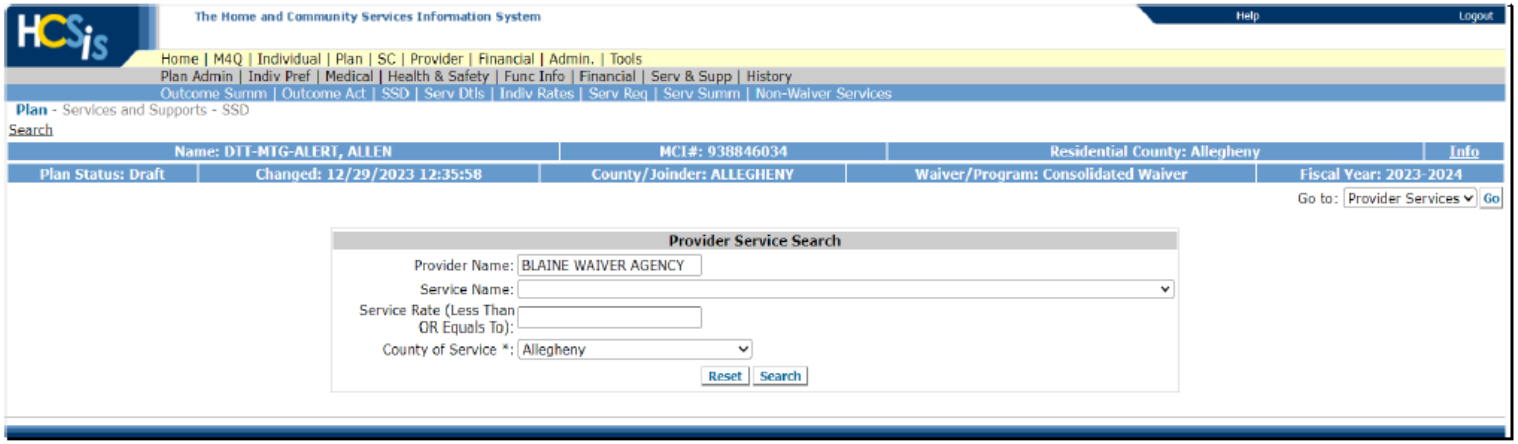
GUIDANCE TO ENTER A SPECIALIZED TELEHEALTH AND ASSESS TEAM (STAT) SERVICE ON A PLAN IN HCSIS

This document provides guidance on the process for adding the Specialized Telehealth and Assess Team (STAT) Service in HCSIS. The (STAT) Service W7032 is set up as outcome-based services with an individualized rate. This means HCSIS allows this service to have a different rate per service per individual and per provider. Normally a dollar ($1.00) placeholder rate is present, however, to make it easier for SCs to add the STAT service to the plan, a fifty-five dollars ($55.00) placeholder rate will be present. The placeholder rate will also appear as the Service Unit Cost on the *Service Details* and *Individualized Rates* screens.

SCO/SC ACTION: Step-by-step instructions to add Specialized Telehealth and Assess Team service to the ISP in HCSIS

1. The SC shall use the information provided to them by the provider to add the applicable service to the plan.
2. Navigate to the Create Draft screen: Plan > Plan Admin > Create Draft
3. To locate the Specialized Telehealth and Assess Team service to add to the plan, the SC will:
    a. Navigate to Plan > Services and Supports > SSD
    b. Search for Individual
    c. Select Provider Services from the Go To drop-down list and click [Go]
    d. Enter Provider Name, select County of Service and click [Search] as seen below.



4. Click the Specialized Telehealth and Assess Team Service box on the provider screen and Click [Add to Selected].

Select	Service Name (Procedure Code : Modifiers, Provider Type, Specialty Code)	Provider Name	Site (Service Location)	Qualification Status	County/Joinder	Contract Start Date	Service Rate
☐	Spec Telehealth and Assess Team Service (W7032:00:00:00:00, PT:51, SP: 365)	BLAINE WAIVER AGENCY	BLAINE HOME AND COMM HAB(0001) 2115 ACKLEN AVE HOMESTEAD, PA - 151202578	Qualified	Allegheny	3/1/2024	$55.00

Add To Selected

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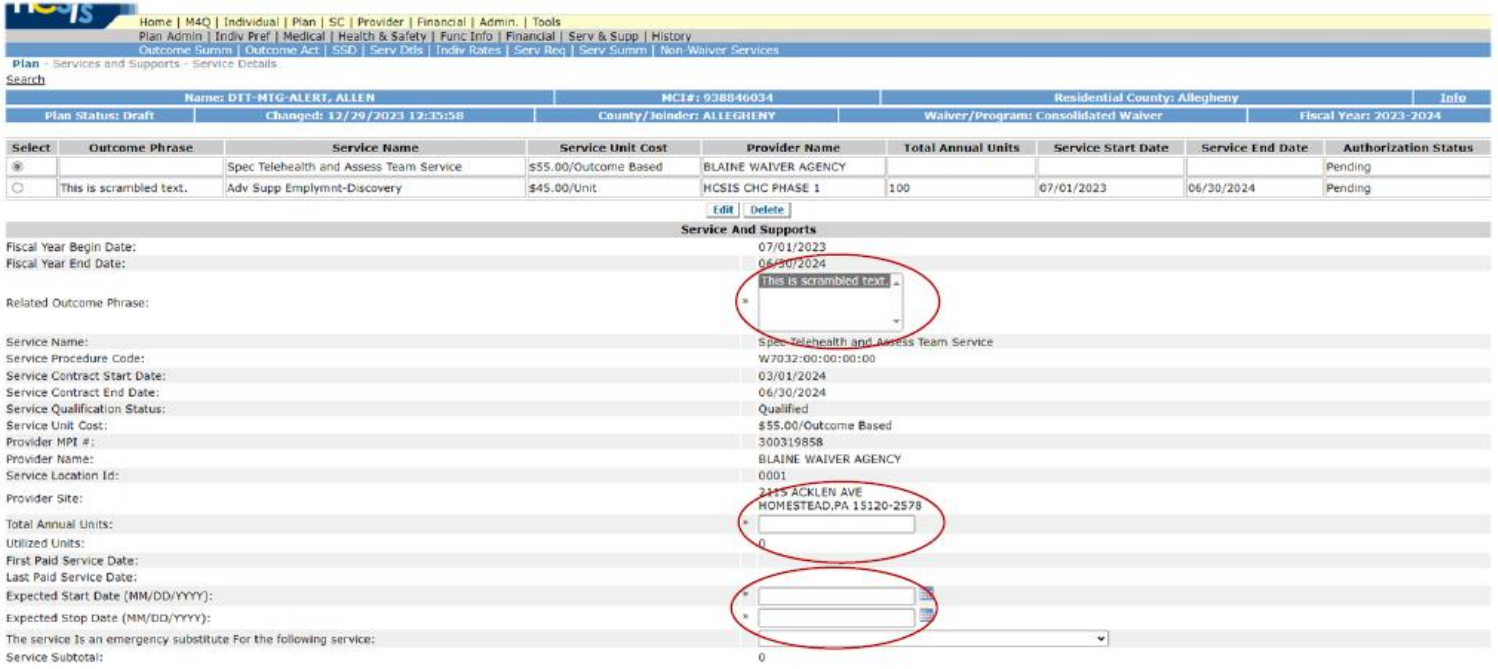
GUIDANCE TO ENTER A SPECIALIZED TELEHEALTH AND ASSESS TEAM (STAT) SERVICE ON A PLAN IN HCSIS

5. Click the Serv Dtls tab and enter the Outcome Phrase, Total Annual Units, Expected Start Stated and Expected Stop Date.



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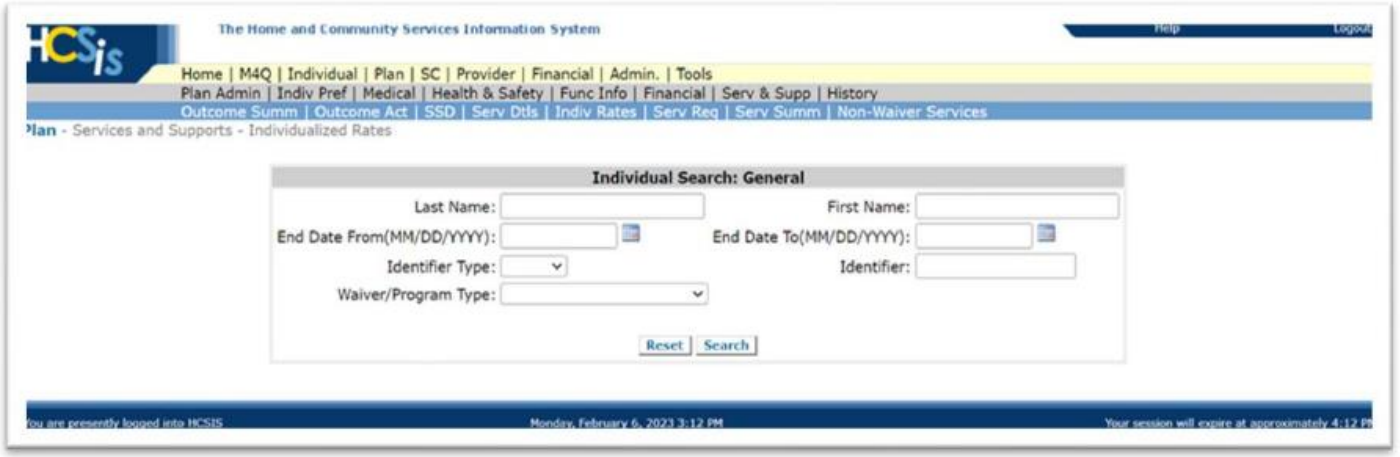
AE ACTION: Enter Individualized Rates into HCSIS

1. Use the menu path below to access the *Individualized Rates* screen.

Plan
Plan ➢ Serv & Supp
Plan ➢ Serv & Supp ➢ Indiv Rates



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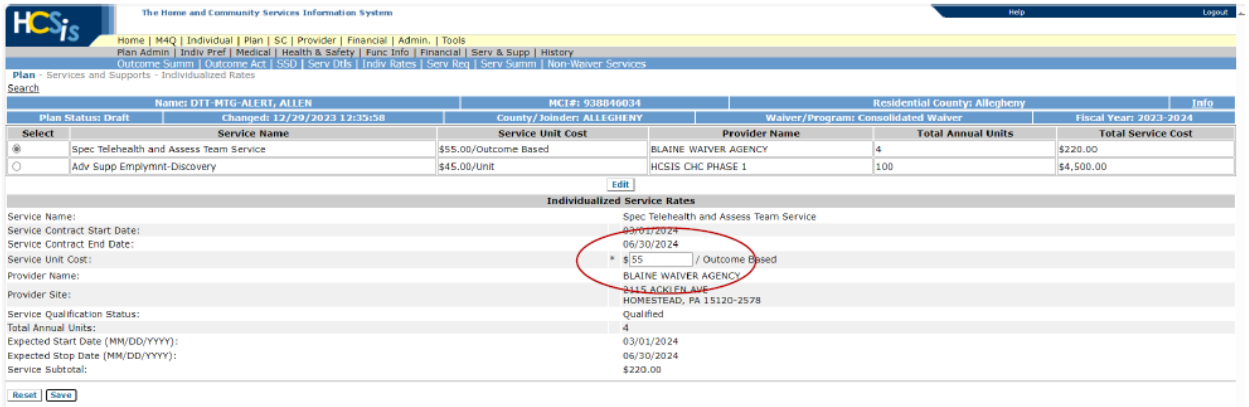
GUIDANCE TO ENTER A SPECIALIZED TELEHEALTH AND ASSESS TEAM (STAT) SERVICE ON A PLAN IN HCSIS

2. Search for the individual who has a draft ISP that contains a service that can be individualized and add the individualized rate to the Service Unit Cost. Use the following fields as appropriate:



3. Click [Search].

4. The *Individualized Rates* screen appears. Select the service name and click [Edit].

5. Review the **Service Unit Cost** amount. If the individual requires a different amount, it is possible to enter the new amount in the **Service Unit Cost** field for an individualized rate.

6. Click [Save] to save the individualized rate. The total service cost will be updated appropriately on the record and in the table above by calculating the new rate multiplied by the number of units entered by the SC.

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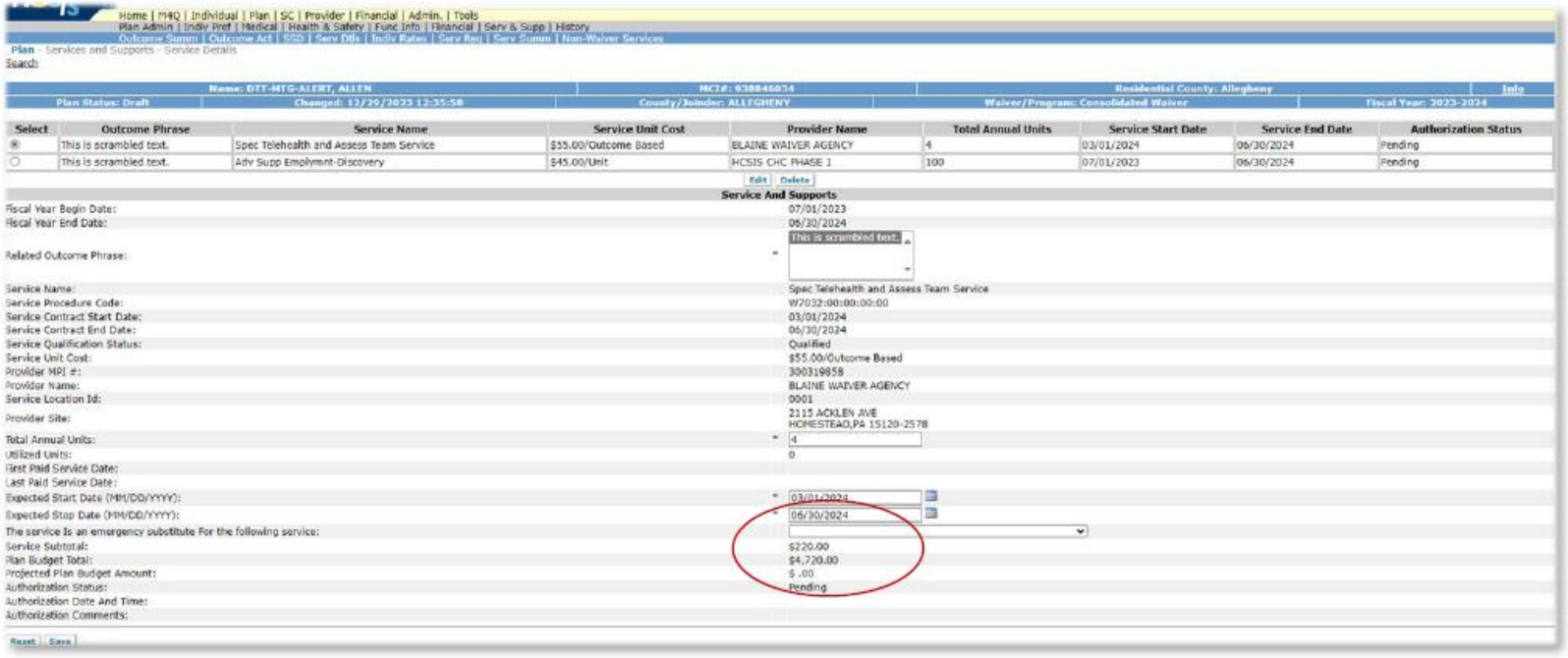

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QUESTIONS?