





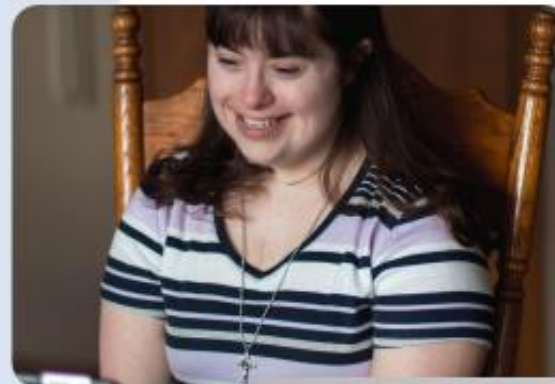
## Many people with intellectual disabilities and autism (IDA) need to go to the ER for care

- High-risk/multiple comorbidities

- Lack of access to medical care otherwise

- Regulatory and policy requirements

- Primary doctor lacks immediate availability



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## 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.

# STAT



- 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.

# STAT



- 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.

- 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.

- 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





## 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

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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

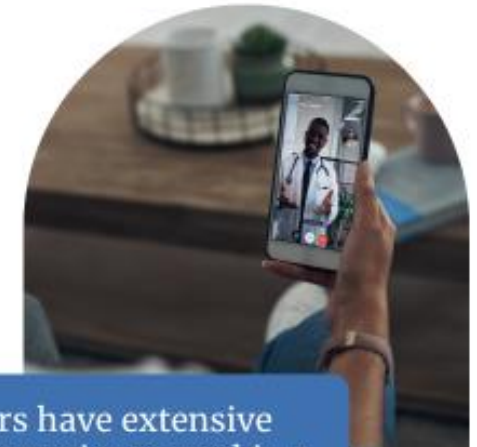
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## How the STAT Service Can Help

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



## 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

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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?



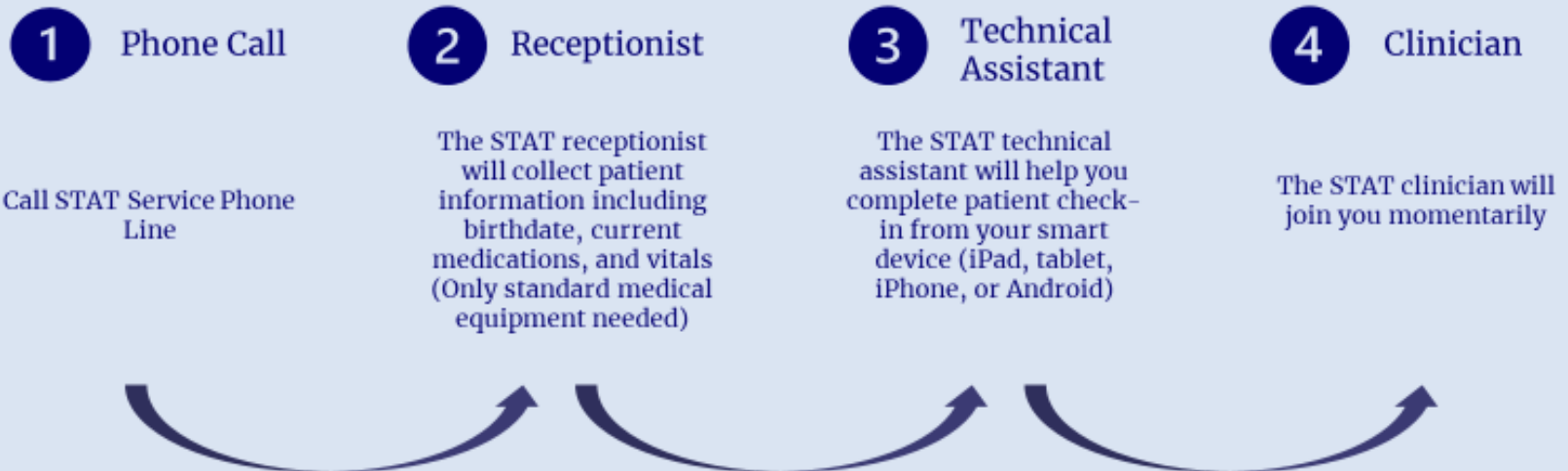
### “Potentially Serious” questions:

- 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?

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## STAT Step-by-Step Process





## 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

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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.



**HCSis** The Home and Community Services Information System Help Logout

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools  
 Plan Admin | Indiv Pref | Medical | Health & Safety | Func Info | Financial | Serv & Supp | History  
 Outcome Summ | Outcome Act | SSD | Serv Dtl | Indiv Rates | Serv Req | Serv Summ | Non-Waiver Services

**Plan - Services and Supports - SSD**

Search

Name: DIT-MIG-ALERT, ALLEN		MCI#: 938846034	Residential County: Allegheny		Info
Plan Status: Draft	Changed: 12/29/2023 12:35:58	County/Joinder: ALLEGHENY	Waiver/Program: Consolidated Waiver	Fiscal Year: 2023-2024	

Go to: Provider Services [Go](#)

**Provider Service Search**

Provider Name:

Service Name:

Service Rate (Less Than OR Equals To):

County of Service \*:

[Reset](#) [Search](#)

- 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
<input type="checkbox"/>	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](#)

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

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

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools  
 Plan Admin | Indiv Pref | Medical | Health & Safety | Func Info | Financial | Serv & Supp | History  
 Outcome Summ | Outcome Act | SSD | Serv Dtls | Indiv Rates | Serv Req | Serv Summ | Non-Waiver Services

Plan - Services and Supports - Service Details

Search

Select	Outcome Phrase	Service Name	Service Unit Cost	Provider Name	Total Annual Units	Service Start Date	Service End Date	Authorization Status
<input checked="" type="radio"/>	This is scrambled text.	Spec Telehealth and Assess Team Service	\$55.00/Outcome Based	BLAINE WAIVER AGENCY	100	07/01/2023	06/30/2024	Pending
<input type="radio"/>		Adv Supp Emplmmt-Discovery	\$45.00/Unit	HCSIS CHC PHASE 1				

[Edit](#) [Delete](#)

### Service And Supports

Fiscal Year Begin Date: 07/01/2023  
 Fiscal Year End Date: 06/30/2024

Related Outcome Phrase:

Service Name: Spec Telehealth and Assess Team Service  
 Service Procedure Code: W7032-00:00:00:00  
 Service Contract Start Date: 03/01/2024  
 Service Contract End Date: 06/30/2024  
 Service Qualification Status: Qualified  
 Service Unit Cost: \$55.00/Outcome Based  
 Provider MPI #: 300319858  
 Provider Name: BLAINE WAIVER AGENCY  
 Service Location Id: 0001  
 Provider Site: 2415 ACKLEN AVE  
 HOMESTEAD, PA 15120-2578

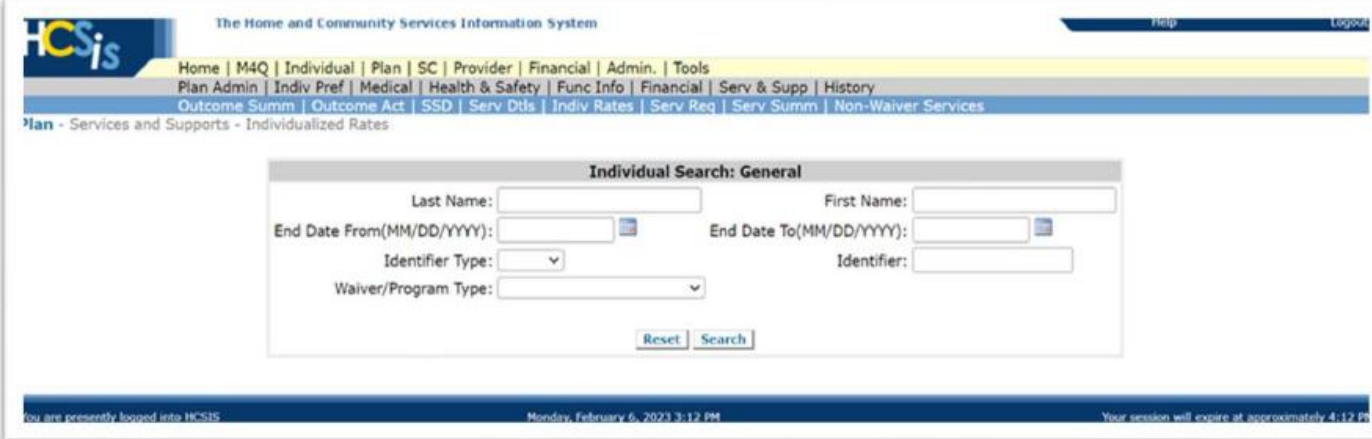
Total Annual Units:   
 Utilized Units:   
 First Paid Service Date:   
 Last Paid Service Date:   
 Expected Start Date (MM/DD/YYYY):   
 Expected Stop Date (MM/DD/YYYY):

The service is an emergency substitute for the following service:   
 Service Subtotal: 0

## AE ACTION: Enter Individualized Rates into HCSIS

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

<i>Plan</i>
<i>Plan</i> ➤ <i>Serv &amp; Supp</i>
<i>Plan</i> ➤ <i>Serv &amp; Supp</i> ➤ <i>Indiv Rates</i>



The Home and Community Services Information System

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools  
Plan Admin | Indiv Pref | Medical | Health & Safety | Func Info | Financial | Serv & Supp | History  
Outcome Summ | Outcome Act | SSD | Serv Dtls | Indiv Rates | Serv Req | Serv Summ | Non-Waiver Services

Plan - Services and Supports - Individualized Rates

**Individual Search: General**

Last Name:  First Name:   
End Date From(MM/DD/YYYY):  End Date To(MM/DD/YYYY):   
Identifier Type:  Identifier:   
Waiver/Program Type:

You are presently logged into HCSIS Monday, February 6, 2023 3:12 PM Your session will expire at approximately 4:12 PM



## 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:

The Home and Community Services Information System

Home | M4Q | Individual | Plan | SC | Provider | Financial | Admin. | Tools  
 Plan Admin | Indiv Pref | Medical | Health & Safety | Func Info | Financial | Serv & Supp | History  
 Outreach/Comm | Outreach Pct | ISSO | Serv Dtl | Indiv Rates | Serv Dtl | Serv Summ | Non-Waiver Services

Plan - Services and Supports - Individualized Rates

Search

Name: DIT-MTG-ALERT, ALLEN      MCI#: 930846034      Residential County: Allegheny      Info

Plan Status: Draft      Changed: 12/29/2023 12:35:58      County/Joiner: ALLEGHENY      Waiver/Program: Consolidated Waiver      Fiscal Year: 2023-2024

Select	Service Name	Service Unit Cost	Provider Name	Total Annual Units	Total Service Cost
<input checked="" type="radio"/>	Spec Telehealth and Assess Team Service	\$55.00/Outcome Based	BLAINE WAIVER AGENCY	4	\$220.00
<input type="radio"/>	Adv Supp Emplmnt-Discovery	\$45.00/Unit	HCSIS CHC PHASE 1	100	\$4,500.00

[Edit](#)

**Individualized Service Rates**

Service Name: Spec Telehealth and Assess Team Service  
 Service Contract Start Date: 03/01/2024  
 Service Contract End Date: 06/30/2024  
 Service Unit Cost: \* \$55 / Outcome Based  
 Provider Name: BLAINE WAIVER AGENCY  
 Provider Site: 445 ACKERMAN HOMESTEAD, PA 15120-2578  
 Service Qualification Status: Qualified  
 Total Annual Units: 4  
 Expected Start Date (MM/DD/YYYY): 03/01/2024  
 Expected Stop Date (MM/DD/YYYY): 06/30/2024  
 Service Subtotal: \$220.00

[Reset](#) [Save](#)

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.



Home | MHQ | Individual | Plan | SC | Provider | Financial | Admin | Tools  
 Plan Admin | Indiv Pref | Medical | Health & Safety | Func Info | Financial | Serv & Supp | History  
 Outcome Summ | Outcome Ad | SSD | Serv Dft | Indiv Rates | Serv Req | Serv Summ | Non-Waiver Services  
 Plan - Services and Supports - Service Details

Search:

Plan Status: Draft	Name: DTT-MTG-ALERT, ALLEN	NCT#: 938846074	Residential County: Allegheny	Info				
Changed: 12/20/2023 12:35:58	County/Inuder: ALLEGHENY	Waiver/Program: Consolidated Waiver	Fiscal Year: 2023-2024					
Select	Outcome Phrase	Service Name	Service Unit Cost	Provider Name	Total Annual Units	Service Start Date	Service End Date	Authorization Status
<input checked="" type="radio"/>	This is scrambled text.	Spec Telehealth and Assess Team Service	\$35.00/Outcome Based	BLAINE WAIVER AGENCY	4	03/01/2024	06/30/2024	Pending
<input type="radio"/>	This is scrambled text.	Adv Supp Employmnt-Discovery	\$45.00/UNIT	HCSIS CHC PHASE 3	100	07/01/2023	06/30/2024	Pending

[Edit](#) [Delete](#)

**Service And Supports**

Fiscal Year Begin Date: 07/01/2023  
 Fiscal Year End Date: 06/30/2024

Related Outcome Phrase: This is scrambled text.

Service Name: Spec Telehealth and Assess Team Service  
 Service Procedure Code: W7032:000:00-00-00  
 Service Contract Start Date: 03/01/2024  
 Service Contract End Date: 06/30/2024  
 Service Qualification Status: Qualified  
 Service Unit Cost: \$55.00/Outcome Based  
 Provider MPI #: 300319058  
 Provider Name: BLAINE WAIVER AGENCY  
 Service Location Id: 0001  
 Provider Site: 2115 ACKLEN AVE  
 HOMESTEAD,PA 15120-2578

Total Annual Units: 4  
 Utilized Units: 0

First Paid Service Date:  
 Last Paid Service Date:  
 Expected Start Date (MM/DD/YYYY): 03/01/2024  
 Expected Stop Date (MM/DD/YYYY): 06/30/2024

The service is an emergency substitute for the following service:

Service Subtotal:	\$220.00
Plan Budget Total:	\$4,720.00
Projected Plan Budget Amount:	\$ .00
Authorization Status:	Pending

Authorization Date And Time:  
 Authorization Comments:

[Reset](#) [Save](#)

# STAT



**pennsylvania**  
DEPARTMENT OF HUMAN SERVICES

# QUESTIONS?