

# Implementing Changes to Remote Supports and Assistive Technology in the November Waiver Amendments

## ODP Announcement 24-015

### AUDIENCE:

- Individuals and Families
- Providers of Assistive Technology, Remote Supports and/or Residential Services in the Consolidated, Community Living, Person/Family Directed Support (P/FDS) and/or Adult Autism Waivers
- Supports Coordination Organizations (SCOs)
- Administrative Entities (AEs)
- Other interested persons

### PURPOSE:

The purpose of this communication is to provide guidance for implementing changes to Assistive Technology and Remote Supports in the amendments to the Consolidated, Community Living, P/FDS and Adult Autism Waivers.

### DISCUSSION:

[ODP Announcement 23-085](#) notified all interested persons of the approval of amendments to the Consolidated, Community Living, P/FDS and Adult Autism Waivers

effective November 1, 2023. These waiver amendments included changes to Assistive Technology and Remote Supports services that may require Individual Support Plan (ISP) team discussion and revisions to ISPs. This communication provides guidance for implementing those changes.

### Changes to Remote Supports

Individuals who choose to receive remote supports as a method of Residential Habilitation, Life Sharing, or Supported Living service delivery; may have the devices used in service delivery covered through the waivers. Prior to the November waiver amendments, this technology was covered under the Assistive Technology service and procedure codes in the Intellectual Disability/Autism (ID/A) waivers. The November waiver amendments now require this technology to be covered under the Remote Supports procedure code W6087 (Remote Support Technology/ Equipment) for all Office of Developmental Programs' (ODP) waivers.

A residential provider must be listed as the provider agency for the remote support technology/equipment prior to billing for the technology/equipment through PROMISe. The residential provider can subcontract with another agency to provide the technology/equipment and reimburse the subcontracted agency outside of HCSIS and PROMISe. **Procedure code W6087 has been added to all residential providers with Provider Type 52, Specialties 521, 522, and 524.**

Residential providers must notify the Supports Coordinator (SC) to add the residential provider and procedure code W6087 to any impacted individual's ISP along with all other relevant information (outcome, frequency and duration, etc.). Please follow the instructions in Attachments A and B for adding remote supports procedure code W6087 (Remote Support Technology/Equipment) to an ISP in HCSIS. This process for transitioning technology used to deliver residential remote support from Assistive

Technology procedure codes to Remote Supports procedure code W6087 must be completed **no later than March 31, 2024**. Technology/equipment used in the delivery of residential remote supports cannot be billed to Assistive Technology after March 31, 2024.

Adding procedure code W6087 to residential provider types and specialties is solely for the purpose of purchasing technology and equipment used in the provision of residential remote supports. The following must occur to ensure waiver requirements for the provision of residential remote supports are met:

- ISP teams must review each individual’s remote supports evaluation plan, outcome monitoring plan, backup plan, and the impact that residential remote supports will have on the individual’s privacy to determine the appropriateness of this type of residential service delivery.
- Residential providers must ensure that all waiver requirements and provider qualifications are met. This includes having a supportive technology professional available who has either a current Assistive Technology Professional certificate from the Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) or an Enabling Technology Integration Specialist SHIFT certification. The supportive technology professional is responsible for:
  - Completion of evaluations of individuals’ assistive technology needs, including a functional evaluation of the impact of appropriate remote supports.
  - Completion of an evaluation plan that, at a minimum, includes the need(s) of the individual that will be met by the remote supports, how the remote supports will ensure the individual's health, welfare and independence and the training needed to successfully utilize the

technology and the backup plan that will be implemented should there be a problem with the remote supports.

- Informing the individual and anyone identified by the individual, of what impact the remote supports will have on the individual's privacy.
- Ensuring that the remote supports technology is in good working order.

Individuals who receive Life Sharing, Residential Habilitation, or Supported Living services may not be authorized to receive the Remote Supports Service (procedure code W6088) as this is covered in the rate paid for the residential service.

The cost for technology and equipment that will be used in the delivery of residential remote support by multiple individuals in a Life Sharing, Residential Habilitation or Supported Living home is covered in the residential service rate and may not be authorized through procedure code W6087.

Residential providers are only automatically qualified to provide Remote Support technology/equipment to people who receive residential services. Residential providers that would like to provide the Remote Supports service (procedure codes W6087 **and** W6088) to individuals who live in non-residential private homes would need to become qualified as Provider Type 51/Specialty 364.

#### Changes to Assistive Technology

The November waiver amendments allow for Assistive Technology not used in the delivery of Remote Supports<sup>1</sup> to only be leased short term for the following reasons:

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<sup>1</sup> Technology used in the delivery of Remote Supports must be authorized under procedure code W6087 ((Remote Support Technology/ Equipment)).

- For emergency substitution of a device or equipment until repairs are made or a replacement can be purchased; or
- To allow an individual to try equipment and device(s) to determine whether the equipment or device(s) will be a good fit for the individual's needs.

ISP team meetings must be held for all individuals who are currently leasing Assistive Technology not used in the delivery of Remote Supports. The team must discuss whether the lease meets either of the criteria listed above. When an individual has been leasing a device or equipment for longer than 6 months that does not meet the emergency substitution criteria, the ISP team should consider the following when determining whether the equipment or device(s) are a good fit for the individual's needs:

- Can the individual use the equipment or device(s) independently or with support?
- Is the individual actively using the equipment or device(s) as outlined in the ISP to achieve the outcomes identified?
- Does the individual need additional training to use the equipment or device(s) as outlined in the ISP?

If the individual is using the equipment or device(s) as outlined in the ISP, the ISP team should discuss using the Assistive Technology service to purchase the device(s) or equipment. If the individual is not using the equipment or device(s) as outlined in the ISP, the ISP team should discuss whether additional support is needed or whether different equipment or devices should be explored.

Leasing of Assistive Technology that does not meet the criteria outlined in the approved waivers must end no later than March 31, 2024. This includes long-term leasing of devices or equipment that have no planned date for which the criteria outlined in the waivers will be met and the leasing will end.

[Guidance for Determining Whether a Device is Covered By Remote Supports or Assistive Technology](#)

A decision tree is included as Attachment C to this communication. The purpose of this decision tree is to help ISP teams determine whether a device used by an individual should be covered by Remote Supports or Assistive Technology.

**CONTACT:**

Questions about this communication should be directed to the appropriate ODP Regional Office.

**ATTACHMENTS:**

- Attachment A - Guidance to Enter Remote Supports Services on Plan in HCSIS
- Attachment B - Guidance to Enter Remote Supports Services on ISP in HCSIS for AAW Participants
- Attachment C - Remote Supports Device or Assistive Technology Device Decision Tree