



APPENDIX F-1: SCOPE OF SERVICES:

Remote Monitoring and Support

Service Definition

Remote Monitoring and Support enhances or increases a member's independence and ability to live, work, or meaningfully participate in the community by providing real-time support using two-way communication and non-invasive monitoring technology. Non-invasive monitoring technology includes devices, sensors, and communication systems that allow remote support staff to monitor and communicate with members without providing direct physical assistance. Services are provided by trained remote support professionals who deliver live support from a remote location, decreasing reliance on paid on-site staff and avoiding placement in a more restrictive environment.

Remote Monitoring and Support includes:

1. An assessment of the member's remote support needs, including a discussion with the member and, if applicable, legal decision-maker about the types, locations, and required times of use of devices needed to ensure the member's health and welfare while maximizing the member's privacy and individual rights.
2. Devices equipment, software, or communication and monitoring technology used in the context of remote monitoring and support services, including:
 - a. Motion, pressure, or temperature sensors;
 - b. Radio frequency identification;
 - c. Live audio or video feed;
 - d. Web-based monitoring systems;
 - e. Automated medication dispenser systems; or
 - f. Other devices that facilitate remote monitoring or live two-way communication.
3. Installation, repair, and maintenance of equipment, devices, and technology systems.
4. Remote support services, including:
 - a. Oversight, monitoring, and support provided by remote support staff;
 - b. Communication with back-up supports when needed in the event of an equipment malfunction or when the member otherwise needs in-person assistance, or EMS in the event of an emergency;
5. Training and technical assistance for the member or, where appropriate, legal decision-maker or family members, including:
 - a. Informing the member and legal decision-maker of the control they will have over the equipment, including how the member or legal decision-maker can turn off monitoring devices;
 - b. A description or tour of where devices or monitors will be placed, including the locations of monitors in bedrooms or bathrooms and scheduled times of use.

Before authorization of Remote Monitoring and Supports, the following must be documented in the MCP:

1. Identification of a specific and individualized assessed need
2. Positive interventions and supports used prior to any modifications to the person-centered service plan.
3. Less intrusive methods of meeting the need that have been tried but did not work.
4. A clear description of the condition that is directly proportionate to the specific assessed need.

5. Regular collection and review of data to measure the ongoing effectiveness of the modification.
6. Established time limits for periodic reviews to determine if the modification is still necessary or can be terminated.
7. Informed consent of the member.
8. An assurance that interventions and supports will cause no harm to the member.

Provider Qualifications

- Remote support providers must meet the following provider qualifications:
 - i. UL or FCC standards for electronic devices, if applicable.
 - ii. Use of a secure network system compliant with 45 CFR § 164.102 to § 164.534.
 - iii. Written policies and procedures that define emergency situations and detail how remote support staff will respond.
 - iv. Safeguards or emergency back-up systems, such as batteries or generators at the remote support center and for use in the member's home.
 - v. Provider trains staff on the ability to recognize and respond to emergencies, first-aid, member health, safety, and welfare, privacy and confidentiality, member rights, and member-specific information and individual needs.
- Technology vendors must comply with UL or FCC standards for electronic devices.

Applicable Service Limitations

- This service may not duplicate any service that is provided under another waiver service category or through the Medicaid State Plan.
- Cameras or monitors with audio or video feed may not be placed in bedrooms or bathrooms. Sensors or other devices without audio or video may be placed in bedrooms or bathrooms following the process described in A-H, above.
- The member or legal decision-maker has a right to turn off monitoring devices or equipment and must be provided with instructions on how to turn off the devices.
- The member, legal decision-maker, and any individuals living with the member must be fully informed of what remote monitoring entails, including whether recordings will be made, and must consent in writing to the use of remote monitoring and support systems, including for the types, locations, and schedule of use of remote monitoring devices, prior to use. The written consent forms are maintained in the member's record and updated at least every six (6) months or when necessitated by a change in the member's outcomes, preferences, situation, or condition.
- The member, legal decision-maker, or individuals living with the member may retract their consent at any time. If consent is retracted, devices must be turned off and/or removed and back-up or necessary in-person supports authorized as soon as possible.
- Before authorizing Remote Monitoring and Support, the member, remote support provider, and MCO interdisciplinary team (IDT) must develop and document a back-up support plan in the event of an emergency, equipment malfunction, or if the member otherwise needs in-person assistance.
- Additionally, the IDT shall assess whether remote support is sufficient to ensure the member's health and welfare. Remote monitoring services shall not take the place of on-site staff monitoring that is necessary to ensure the member's health and welfare.
- Remote Monitoring and Support excludes the purchase of internet services. The service may only be authorized for members who have access to necessary internet services.