

**NOTICE OF OPPORTUNITY – REMOTE SUPPORTS PILOT PROGRAM**  
**INFORMATIONAL SESSION – VIA TEAMS**

**October 14, 2021 11:30 a.m.**

**Questions and Answers**

***How will this work with EVV?***

Because this is a virtual service, Remote Supports is exempt from EVV

***Are the rates shown per person served or per home? If per home, is the rate shared amongst persons served in that home? If it is per home, are there modifiers for more than 1 person***

Services - Per Hour	First 3 Months of Service	Next 3 Months of Service	Ongoing
Virtual Support Partner	\$ 7.00	\$ 7.00	\$ 7.00
On Call Support	\$ 13.20	\$ 8.80	\$ 4.40
<b>Total</b>	<b>\$ 20.20</b>	<b>\$ 15.80</b>	<b>\$ 11.40</b>
Purchase and Installation of Technology	Paid at Cost		
Monthly Lease/Payments for Technology	Paid at Cost		

The rate is per person. The thought is to have one staff person be support for multiple individuals.

***Can the candidates already be using remote supports or do they have to be new users?***

This is a new waiver service that DDS has just developed rates for. There is no one is currently billing for a remote supports option, so any proposed participants would be considered new users, provided they meet the definition of remote supports.

***Re: Fee – purchase and installation of technology. If they have a monthly fee to monitor that equipment – how is that going to be paid.***

In most situations that would be the paid at cost. DDS would have to review the situation if a virtual support partner was charging an additional fee above their virtual support partner rate. The pilot is an opportunity to review these types of fees and see if they fit within the virtual support partner rate or paid at cost.

***Will payment for internet access be included or be the expense of the individual or the agency?***

DDS will work with the agency and the individual to ensure adequate internet access is in place. A review will ensure internet is not a barrier to participation in the Remote Supports pilot. The review will be conducted as part of this pilot to assess both the access and connectivity speed of individuals internet connection.

***Virtual Support Partner rates – are they billed in 15 min increments or just receiving \$7/hr***

Units would be billed in 15 min increments. Remote Supports would be provided at scheduled times.

Example: An individual comes home from their day program at 3 pm. The remote supports are scheduled from 3 pm to 6 pm. The virtual support partner would be available at that time to oversee the sensors in the individual's apartment. The Virtual Support Partner would be paid \$1.75 per 15-minute unit per participant. The more individuals served by the Virtual Support Partner, the higher the total reimbursement for the agency.

***If virtual support partner for 4 people but only 3 using at time – are they to bill only 3 people?***

The Virtual Support Partner would be paid \$1.75 per 15-minute unit per participant scheduled for the Virtual Support Partner.

***Suggestion that DDS look at the rate because would need a ton of people that you are simultaneously supporting to cover staff wages at \$16.50/hr.***

Virtual Support Partner can be national and can be contracted out. The \$7.00/hour is competitive nationally with what other states pay. In our research, Virtual Support Partners provide support to multiple individuals at one time.

***Will DDS review the rate structure for Remote Supports?***

One of the goals of the pilot is to review the rate structure to ensure it is competitive.

***Would the Virtual Support Partner Bill the waiver directly, and the On Call Support provider bill separately or would this be billed all at once by one of the two companies, and then a subcontractor relationship be in place to reimburse the other?***

Qualified providers will submit utilization directly to DDS or the FI for the Virtual Support Partner and On Call Supports. These can be billed separately or together. Sub-Contracted providers will be paid by the qualified provider who will submit the utilization of the Virtual Support Partner to DDS for reimbursement.

One goal of the pilot is to ensure our internal systems work for the various options.

***Is there a way for us as Virtual Support Partner to get information about what we provide to the local staffing companies?***

This Notice of Opportunity is only for currently qualified DDS providers. A listing of all qualified providers is located on the DDS website (Link below)

<https://portal.ct.gov/DDS/ProviderProfile/General/Provider-Name>

***Which States did DDS use as resources to develop this RFP?***

CT is part of a consortium of states that shares information on Enabling Technology and Remote Supports. The states that participate are: North Carolina, New York, Wisconsin, Ohio, Alaska, Pennsylvania, Oklahoma, Missouri, Delaware, Minnesota, Alabama, Tennessee, Connecticut, Maryland, Indiana, and Washington, DC

***Will this recording be available for future viewing?***

The recording is not currently available for viewing.

***How will the approval and regulation of cameras be handled? Will it be different from the typical HRC process?***

Remote Supports and the use of assistive technology is intended to enable independence and would not require a Human Rights Committee Review (HRC). Only when the assistive technology employed is determined to infringe upon the rights of the individual or others, is an HRC review required.

***Who will need to be enrolled in the Enabling Assistive Technology and Remote Support training? Is it for management staff or should all staff working in an environment with remote supports, including direct support professionals, attend the training?***

DSP staff would enroll in the Enabling Technology (3 hours) Training with the Remote Support specialization (1 hour).

Management/Administrative Staff directly involved with the remote support pilot would enroll in the Enabling Technology Integration Specialist Training (18 hours) with Remote Support specialization (2 hours).

***Should the Remote Supports Pilot Program proposal be for one year, 6 months or another period of time?***

Proposals should identify a minimum of two individuals up to a maximum of ten individuals who will participate in the pilot in the first six months.

***We are currently reimbursed for on-call support through EVV funding. How would billing for this work for individuals that choose the remote supports option? Would reimbursement for the Remote Supports Pilot Program on-call services be billed as a separate and apart from our existing on-call services?***

On-Call Supports relating to Remote Supports would be at separate scheduled times. Anytime an employee is on call for a remote support individual, you would bill DDS for the scheduled time period. This would be billed separate from any other on call support currently provided.

***How does group billing work for remote supports? Would we bill the virtual support partner and on-call support reimbursement rates for the total number of individuals supported by the service, or just for the individual that requires the support?***

During the pilot group billing will be by person.

***For individuals that would like to select the remote support option but also need routine in-person support (medication set-up, weekly meal prep, etc.) would the in-person support be billed at the on-call support rate?***

The in person service would not be remote supports. Once the support is in person, it transitions to Individualized Home Supports.

***What is the reimbursement rate for assessing the individual technology needs and home environmental needs for those choosing to participate in the Remote Supports Pilot Program?***

Reimbursement for assessing the individual technology needs and home environmental needs will be approved on a case by case basis during the pilot. Through our research, much of the assessment occurs in conjunction with the remote support technology agency.