

Remote Supports Services: FAQs for Providers

What are Remote Supports?

Services provided by staff at a different location from the individual. Staff will use technology for two-way communication. Some of their interactions with an individual may be scheduled or on-demand, while others might be in response to an alert from a device. Remote Supports includes both services and technology.

The three roles in Remote Supports are:

- **Virtual Support Partner (VSP):** The paid provider or natural support who interacts with the individual through the remote supports system.
- **On-Call Backup Entity:** The On-Call Backup Entity remains available as needed. They may receive notification from the VSP or Remote Support technology. The On-Call Backup Entity either addresses the issue or will alert the On Demand, In-Person Support that in-person support is needed.
- **On Demand, In-Person Support** Direct face-to-face supports provided by a person, when needed.

All areas of support must be agreed upon by the planning team which includes the individual prior to starting the services. An **In-Person Response Plan** is created by an individual and their team that lists when responses are escalated to the On-Call Backup Entity or On Demand, In-Person Support. This plan is to be incorporated into the Individual Plan (IP).

<p>What are the current service models and rates?</p>	<p>Hourly:</p> <ul style="list-style-type: none"> Targeted hours, maximum of 21 hours/week for pre-scheduled hours of service. Cost of equipment is billed separately. <p>Daily:</p> <ul style="list-style-type: none"> Services are scheduled or in response to alerts that are available on-call and available 24/7. All equipment costs are included in this rate. <p>See the DDS Funding Guidelines for the most up-to-date rates.</p>
<p>When can Remote Supports be provided?</p>	<p>Remote Supports can be provided anytime during awake or overnight hours, as long as no other waiver service is being provided at the same time. They may be provided to more than one individual in the same setting.</p>
<p>When can't Remote Supports be provided?</p>	<p>Remote Supports cannot be billed at the same time as other individual supports (such as Individualized Home Supports, Personal Supports, Adult Companion, Blended Supports, Supported Employment, Individualized Day, or Hourly Respite). They also cannot be billed in 24-hour settings such as CCH, CRS, or CLA.</p> <p>While Remote Supports cannot be billed as a waiver service when these other waiver services are provided, some individuals may choose to use non-billable Remote Supports in conjunction with staffing supports as part of the service.</p>
<p>Who is Remote Supports for?</p>	<p>Any individual who, and who has funding available or who receives funding approval, may receive Remote Supports if the team agrees it will meet their needs.</p> <p>Remote Supports services can be adapted to meet many different needs and preferences. Remote Supports may help individuals who:</p>

	<ul style="list-style-type: none"> • Have trouble finding or maintaining staff • Live independently or in their family home and would like to continue to build skills • Want more say over who comes into their home and when • Have goals to increase independence • Can complete most ADLs independently and could benefit from extra support for certain tasks
<p>Why Remote Supports?</p>	<ul style="list-style-type: none"> • Allows individuals to remain healthy and safe while offering privacy and dignity to remain independent • Supports staffing challenges • Provides flexibility, enhancing the current staff support • Easy to start and switch between RS and HI • Provides the individual more service options and greater say in their budget
<p>How does the process get started?</p>	<ol style="list-style-type: none"> 1. Team chooses service model (hourly or daily). 2. CM or family contacts Qualified RS Provider. (See DDS Qualified Provider page) 3. The Provider completes the Qualified RS Provider intake to determine whether they can support the individual with the chosen model. The intake is not a billable process. 4. CM submits Placement Notification Form (PNF) to Resource Management. 5. The Provider may initiate service and purchase/install any equipment.
<p>How is Remote Supports funded?</p>	<p>If an individual is reallocating funding from existing residential services, and the provider has agreed to provide service, the Case Manager may submit the PNF to resource for the desired Remote Supports.</p> <p>If the individual is requesting additional funding for remote supports, the Case Manager may submit a PRAT request. Additional funding is not guaranteed.</p>

<p>What if an individual doesn't like Remote Supports?</p>	<p>If an individual re-allocates funding from existing services (such as IHS) to try Remote Supports, and finds that it doesn't meet their needs, they may request to return their funding back to the previous service instead using the established funding portability process.</p> <p>An individual with URR approval for IHS hours over LON level may choose to relinquish their IHS hours to trial Remote Supports. However, if they later decide to return to IHS, they will require a new URR approval in order to return to their previous IHS level. Individuals and teams should always be advised of this requirement before they make the switch.</p>
<p>Where do I go with additional questions?</p>	<p>Please see the DDS Remote Support Service Guide for more information. Reach out with specific questions to DDS.RemoteSupports@ct.gov.</p>

Example Scenario #1 : Mandy’s Daily Remote Supports

Mandy is about to move into an apartment across town from her family and is eligible to receive a few IHS hours per week based on her LON level. Mandy and her family are nervous about this big transition. Mandy, her family and her team researched Remote Supports and decided it would be a good way for her to grow in her independence while providing additional security. The Virtual Support Partner (VSP) is scheduled to be available to her every day overnight between 8 PM and 8 AM. Since the VSP is providing 63 weekly service hours (more than 21 hours total weekly), they will bill using the daily rate.

Because Mandy will receive IHS supports, the provider who provides IHS services will automatically serve as her On-Call Backup. However, they will not be paid separately for this as the on-call backup service is included within the IHS Safety Net rate.

Mandy’s Remote Supports Schedule:

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Start:	12am	12am	12am	12am	12am	12am	12am
End:	8am	8am	8am	8am	8am	8am	8am
Start:	8pm	8pm	8pm	8pm	8pm	8pm	8pm
End:	11:59pm	11:59pm	11:59pm	11:59pm	11:59pm	11:59pm	11:59pm
Total daily hours:	12	12	12	12	12	12	12
On-Call Backup	IHS Provider, paid through IHS safety net.						

Example Scenario #2: Alex’s Hourly Supports

Alex lives in his own home and receives Remote Supports five days a week (for a total of 20 hours) from 6 AM to 8 AM to help ensure he takes his medication, dresses appropriately for the day, safely prepares his breakfast, and catches the bus on time. Alex receives Remote Supports again from 6 PM to 8 PM to help make sure he safely prepares his dinner, takes his medication, and monitors his blood sugar.

If there is a situation requiring in-person support, such as a non-emergency drop in blood sugar levels that Alex’s in-home staff are trained to safely address, the Virtual Support Partner (VSP) will contact the On-Call Backup Entity. One part of Alex’s remote supports technology system is a glucose monitoring device that sends alerts to the VSP if his blood sugar is lower than desired.

Alex’s On-Call Backup Entity is usually his Individualized Home Supports (IHS) provider. His provider will send someone in-person if needed Monday-Thursday. Once the On Demand, In-Person Support arrives at Alex’s home, the provider charges the IHS rate. Alex’s sister lives close-by and is available to help and support Alex on Fridays, if needed. Alex’s sister will also act as the On Demand, In-Person Support person if the provider calls her.

Alex’s remote supports schedule:

	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	Sun.
Start:	6am	6am	6am	6am	6am	-	-
End:	8am	8am	8am	8am	8am	-	-
Start:	6pm	6pm	6pm	6pm	6pm	-	-
End:	8pm	8pm	8pm	8pm	8pm	-	-
Total daily hours:	4	4	4	4	4	0	0
On-Call Backup	IHS Provider	IHS Provider	IHS Provider	IHS Provider	Alex’s sister	None	None

