

# GUIDANCE TO ENTER REMOTE SUPPORTS SERVICES ON INDIVIDUAL SUPPORT PLAN (ISP) IN HCSIS FOR ADULT AUTISM WAIVER (AAW) PARTICIPANTS

## ATTACHMENT B

This document provides guidance on the process for adding remote supports services as well as updating the rates for remote supports on an ISP in HCSIS for participants in the Adult Autism Waiver (AAW). Supports Coordinators (SCs) should note that the process for adding the service to an AAW ISP is different than the process to add the service to an ISP in the Intellectual Disability and Autism (ID/A) waivers.

“Remote Support Service – Technology” (W6087), which is the equipment for the service, and “Remote Support Service – Maintenance” (W6088), which is the actual service, are set up as goal-based services with individualized rates. This means HCSIS allows these two services to have different rates based upon the needs of the individual. In the AAW, the SC must enter the rate as \$1, then add the number of units equal to the requested dollar amount of the service. The total amount requested for Technology will usually be different than the amount requested for Remote Support Service – Maintenance. Technology and maintenance services must be entered as separate service lines on the ISP.

For example:

- Andy has 181 days remaining in his plan. He needs \$2,400 of Remote Support Service – Technology and \$6,600 of Remote Support Service – Maintenance.
  - The SC enters the Technology service (W6087) with a rate of \$1 and a frequency of 13 units,<sup>1</sup> 7 times for 7 days. This would total 2,353 units (13 units x 181 days), but 2400 units are needed. The SC manually enters 2400. The SC saves the change and then repeats this process with the Maintenance service (W6088), manually entering the rate as \$1 and the frequency as 36 units, 7 times for 7 days. This would total 6,616 unit (36 units x 181 days), but 6,600 units are needed. The SC manually enters the units as 6,600. The SC saves the change and submits to the SC Supervisor to verify that the requested units and total dollar amount of the service align with the requested amounts.

### **SCO/SC ACTION: Step-by-step instructions to add remote support services to the ISP in HCSIS**

1. Verify that there are no active authorizations in the participant’s ISP for Residential Habilitation.<sup>2</sup>
2. Send a copy of the completed Remote Supports Implementation Plan, ensuring a budget for the service is included, to the assigned Regional Office Representative at the Bureau of Supports for Autism and Special Populations (BSASP).
3. The SC shall use the information provided by the provider to add the applicable services to

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<sup>1</sup> The SC should determine the daily units by dividing the total requested dollar amount by the number of days remaining in the plan.

<sup>2</sup> As stated in the Provider Information Table, “Remote Supports services cannot be authorized as a separate service on the service plan for participants who are authorized to receive Residential Habilitation (Community Homes or Life Sharing) services.” However, the Assistive Technology (AT) service may be used to obtain necessary technology for someone in Residential Habilitation who desires to use Remote Supports.

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the ISP.

4. In HCSIS, navigate to Plan > Manage Plan > Enter individual's name.
5. Select Perform Revision or Perform Annual Review, as appropriate.
6. Navigate to Plan > View/Modify Plan Details > Goals.
7. Verify there is an existing, active goal that makes sense to link to the Remote Support services. The Remote Support service can share goals with other services OR have an independent goal. If there is not an appropriate goal, select [Add] and enter a goal, without an objective.
8. Click [Return to Plan Components].
9. Navigate to Service Details and click [Add].
10. In the Service Name dropdown, select [Remote Support Service – Technology]. Select the radio button next to the desired provider. Click [Add Selected Service].

Current Plan	Revision Type: <i>Revision of Original</i>	Plan Status: Draft	Plan Effective Date: 04/11/2023	Proj. Annual Review Date: 04/29/2024
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**Service Search**

Service Name:  ▼

[Return To Service Details](#)
[Add Selected Service](#)

11. Link the appropriate goal, enter the service start and end dates, enter the units per visit, set the frequency , enter the units manually, and select Monday through Sunday as the service delivery dates. Enter the individualized rate as \$1. Enter the contingency details. Click [Save]. Refer to the calculation information in footnote 1 on page 1.

Add Edit Delete

**Service Information**

Service Name: Remote Support Service - Technology

Service Procedure Code: W6087:00:00:00

Related Goals: \*  Coping During Challenging Tasks- Beh. (BSS)

Service Start Date (MM/DD/YYYY): \* 2/9/2023

Service End Date (MM/DD/YYYY): \* 8/8/2023

Service Duration(Days) : 181

Units per Visit: \* 13

Service Frequency: \* 7 Times For 7 Days

Total Units: 2400 Enter units manually

Days of Service Delivery: \*  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday  Sunday  Varies

Utilized Units: 0

Individualized Rate: \$1

Service Subtotal: \$2,400.00

Provider MPI#:

Provider Name:

Service Location Id:

Provider Site:

Comments:

Contingency Plan Contacts: [View/Update Contingency Plan Contacts](#)

Contingency Plan Details:

[Return To Plan Components](#)
[Reset](#) [Save](#) [Save And Continue](#)

12. Review the requested **Service Subtotal** to ensure the dollar amount equals the dollar amount requested by the provider.
13. Click [Add] in the service details.
14. In the Service Name dropdown, select [Remote Support Service – Maintenance]. Select the radio button next to the desired provider. Click [Add Selected Service].

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Current Plan	Revision Type: <a href="#">Annual Review</a>	Plan Status: Draft	Plan Effective Date: 04/15/2021	Proj. Annual Review Date: 03/31/2022
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**Service Search**

Service Name:  ▼

[Return To Service Details](#) [Add Selected Service](#)

15. Repeat the steps above to add the Remote Support Service – Maintenance service details.
16. Create a service note that includes the requested dollar amounts for the service, the dates of service and the number of hours the participant is scheduled to receive remote supports during the authorization period, and the provider’s name.
17. Submit the draft to the SC Supervisor for review. The SC Supervisor will review the draft for accuracy prior to submitting the draft to BSASP for pending approval.