

Remote Supports Requirements: Provider Qualifications, Provider Enrollment, and Revisions to Individual Support Plans (ISPs)

ODP Announcement 23-017

AUDIENCE:

- Remote Supports Providers
- Supports Coordination Organizations-(SCOs)
- Administrative Entities (AEs)
- All interested stakeholders

PURPOSE:

To provide additional guidance about requirements for the new Remote Supports service definition approved in the Consolidated, Person/Family Directed Support (P/FDS), and Community Living waiver renewals and the Adult Autism Waiver (AAW) amendment.

DISCUSSION:

Remote Supports has been added as a separate, discrete service in all four of the Office of Developmental Programs' (ODP) waivers. Remote Supports is no longer covered as a component of the Assistive Technology service in the Consolidated, P/FDS, and Community Living waivers.

Adding Remote Supports to the ISP:

For individuals currently authorized to receive Remote Supports under the Assistive Technology procedure codes, Supports Coordinators must end date the Assistive Technology procedure codes in the ISP with an effective date of February 28, 2023. The procedure codes below must be added to ISPs, as appropriate, with an effective date of March 1, 2023. **This step does not apply to individuals enrolled in the AAW.**

The procedure codes below are also to be used for any new Remote Supports services (when the individual was not receiving the service under Assistive Technology) added to ISPs after publication of this communication.

- W6087 (Remote Support – Technology/Equipment): This procedure code must be used for the costs associated with delivery, installation, adjustments, monthly testing, monitoring, maintenance, and/or repairs to the Remote Supports technology and equipment. This procedure code must also be used for the costs to purchase, rent, or lease:
 - Technology devices utilized in the home and community that are monitored by staff
 - Technology devices utilized for two-way real-time communication (if different from above); and
 - The equipment necessary to operate the technology devices.
- W6088 (Remote Support - Service): This procedure code must be used for the costs associated with staff's time actively monitoring technology devices or equipment and directly responding to the individual's needs. The units must reflect the number of hours that the individual is scheduled to receive Remote Supports during the authorization period.

ODP has not set a fee schedule rate for procedure codes W6087 and W6088. The rates for these procedure codes are entered as Individualized Rates in the ISP¹. This means the technology costs and hourly service delivery costs that are charged by the provider to the general public for Remote Supports must be entered as follows:

- Administrative Entities (AEs) are responsible for entering this information for individuals who are transitioning from Assistive Technology procedure codes to the new Remote Supports procedure codes.
- Supports Coordinators are responsible for entering this information for individuals who will be receiving Remote Supports as a new service.
- Please refer to **Attachment A** for more instructions on how to add Remote Supports services for the P/FDS, Community Living, or Consolidated Waiver.
- Please refer to **Attachment B** for more instructions on how to add Remote Support Services for the AAW.

Note: Procedure codes W6087 and W6088 are not used for individuals receiving remote supports as a method of Residential Habilitation, Life Sharing or Supported Living service delivery.

For individuals enrolled in the Consolidated, P/FDS, and Community Living waivers, an **outcome statement** must be created specifically for the Remote Supports service. While outcome statements should be person-centered, it is important to remember that the purpose of Remote Supports is to obtain and/or maintain the individual's independence and safety within their home and community and to decrease the individual's need for

¹ Remote Supports must be rendered by an enrolled and qualified provider. Remote Supports may not be rendered through an Organized Health Care Delivery System (OHCDs) or participant-directed services model.

assistance from others. In the section titled “Relevant Assessments Linked to Outcome” a reference to the Remote Supports Implementation Plan must be included. The Remote Supports Implementation Plan may be one document or multiple documents as outlined in the Assistive Technology service definition prior to January 1, 2023, consisting of an evaluation plan, cost benefit analysis, and outcome monitoring plan. Relevant information about the Remote Supports Implementation Plan must also be included in the “Other Non-Medical Evaluations” section of the ISP.

For individuals in the AAW, the individual must have a goal linked to the Remote Supports service. While goals should be person-centered, it is important to remember that the purpose of Remote Supports is to obtain and/or maintain the individual’s independence and safety within their home and community and to decrease the individual’s need for assistance from others. Relevant information about the Remote Supports Implementation Plan must also be included in the “Other Non-Medical Evaluations” section of the ISP.

Provider Qualifications:

Remote Supports must be rendered by an enrolled provider that is qualified to render the service. Both existing and new providers must be qualified under Provider Type 51 Specialty 364 to render Remote Supports. The Provider Qualification Documentation Record on MyODP has been updated to reflect the new qualification requirements. Providers that intend to provide Remote Supports in both the Intellectual Disability/Autism (ID/A) Waivers and the AAW must complete qualification and enrollment activities through both the Bureau of Community Services (BCS) and the Bureau of Supports for Autism and Special Populations (BSASP). Existing providers that would like to add this specialty to an existing service location that has the same provider type must submit qualification documentation to their assigned AE and/or the AAW Provider Enrollment Lead to be reviewed. Existing providers should submit their

updated DP1059 to their assigned AE and the updated DP1088 to the AAW Provider Enrollment Lead along with the completed Provider Qualification Documentation Record and required supporting documentation. Additional information about the qualification of a new specialty is contained in [ODP Announcement 22-122 Provider Qualification Process](#).

Enrollment:

Existing providers must submit the approved DP 1059 (ID/A) or DP 1088 (AAW) along with the “[PROMISe™ Provider Service Location Change Request](#)”, which can be found on the MyODP website, to the ODP provider enrollment mailbox at RA-odpproviderenroll@pa.gov and/or AAW provider enrollment mailbox at ra-pwbasprovenroll@pa.gov in order to add a new Specialty 364 to an EXISTING active service location with the same Provider Type. Providers that do not have a Provider Type 51 service location open in PROMISe will need to submit an application through the Provider Enrollment system.

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

QUESTIONS:

Questions regarding ISP requirements should be sent to the appropriate ODP Regional Office. Questions regarding provider qualification requirements should be sent to the ODP Provider Qualification mailbox at: ra-odpproviderqualif@pa.gov and the AAW Provider Enrollment Lead at ra-pwbasprovenroll@pa.gov.