

## Remote Support

*External*



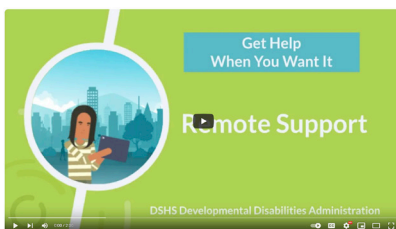
### **Did you know at the Department of Social and Health Services' Developmental Disabilities Administration, we have a service called Remote Support?**

Remote Support provides you with supervision, coaching, and consultation through technology devices installed in your home. In addition to the devices you need, you also have on demand access to call center staff who can talk to you when you need them to do things like solve daily problems, give you reminders, or do check in's with you to see how you are doing. Remote Support follows health information privacy laws to protect your privacy.

The Remote Support provider supplies the equipment for this service. Equipment may be things like:

- Motion-sensing systems.
- Radio frequency identification.
- Video calling using assistive technology.
- Live audio feeds.
- Web-based monitoring systems.

### **Remote Support [Video](#)**



### **What is an example of this service?**

John likes to go outside in the afternoons for some fresh air. He asks a remote support specialist to check on him if he is outside longer than 15 minutes. He also gives them the names of people to contact if he can't be reached.

MaryAnn uses a wheelchair and has a hard time opening her back door to let her dog out. She needs Remote Support to set up a device that opens the door and to check in with her if the door sensor indicates the door was not closed. She also asks to have a person check in with her when no one else is home.

### **Who is eligible to receive the service?**

You can use Remote Support if you are a client enrolled on the Basic Plus, Core (non-residential), and Individual and Family Services waivers, the Roads to Community Living grant or the Pre-Admission Screening and Resident Review program.

### **How do I get this service?**

Contact your case resource manager. Talk about your needs and how Remote Support may help you meet your goals. If you decide the service is a good fit for you, your CRM can walk you through the process.

### **How do I find a provider for Remote Support?**

Your CRM will help connect you to a remote support provider in your area.

### **What do I do when I find a provider?**

Talk with the provider about your goals and what you need. Involve your CRM and discuss how you would like remote support to help you. When you and your provider agree on a plan to move forward with the service, let your CRM know before you start the service. Your CRM will work on a prior approval and add Remote Support and your chosen provider to your plan.

**What should I expect from my provider?**

When approved, your Remote Support provider will work with you and your support team to make a remote support plan and install the equipment. They will make sure you know how to use the new equipment.

**When can my provider start?**

If Remote Support is a new service, you must sign your Person-Centered Service Plan before services can start. Return your signed PCSP to your case manager. Your CRM will let you and your provider know when your service can begin. The provider is responsible for scheduling days and times to install equipment and establish remote support time. [Click or tap here to enter text.](#)

**Who is a qualified service provider?**

All providers must be a business that specializes in Remote Support. Providers must:

- Have at least one year of experience working with individuals with intellectual or developmental disabilities.
- Have at least one year of experience offering Remote Support.
- Provide proof that their system follows HIPAA rules.

A Remote Support provider cannot provide this service for their own family member.

**What are the requirements of a provider?**

Remote Support providers must be able to provide:

- An individualized Remote Support Plan.
- Remote Support equipment, training and installation.
- Remote Support services.
- Individualized service notices.

**What laws and rules cover Remote Support?**

[WAC 388-845-0945](#) What is remote support?

[WAC 388-845-0950](#) Who are qualified providers of remote support?

[WAC 388-845-0955](#) Are there limits to the remote support I may receive?

[WAC 388-845-0210](#) What services are available under the basic plus waiver?

[WAC 388-845-0215](#) What services are available under the core waiver?

[WAC 388-845-0230](#) What services are available under the individual and family services (IFS) waiver?

**How many hours or dollars can I receive in the plan year?**

Funds available to you are based on your program and annual assessment.

**External resources:**

[Remote Support: A new waiver service from DSHS' Developmental Disabilities Administration | Informing Families](#)