

MN-NEAT

MN-NETWORK AND EDUCATION FOR ASSISTIVE TECHNOLOGY

Meet the Presenters



Anna MacIntyre

Policy Lead, DHS Disability Services Division

MN NEAT Member



Alaina Gallagher

Executive Project Manager, ARRM

MN NEAT Chair

Top 10 Technology Solutions for Workforce Shortage

- 1. Remote Support**
- 2. Personal Care Technology**
- 3. Environmental Controls**
- 4. Technology for Blind/Low Vision and Deaf/Hard of Hearing**
- 5. Communication Devices**
- 6. Feeding and Meal Prep Technology**
- 7. Wearable Technology**
- 8. On Site Equipment and Support**
- 9. Telehealth and Teleservice**
- 10. Repositioning Technology**

Remote support approved for over 25 services!

- Rolling implementation of the CMS approved policy began January 1, 2022
- Remote Support is not a service; it is a method for delivering an approved service
- Services provided remotely are paid at the same rate as in-person services –but please use the modifier when authorizing
- For a complete list of the services that include the remote service delivery option please see the full [Remote Support Policy](#) in the CBSM



Remote Support Definition

Remote Support is the provision of a covered service by a staff or caregiver who is in a remote location and is engaged with a person through **enabling technology** that utilizes **live two-way communication**.



Enabling Technology Definition

Enabling technology is the technology that makes the on-demand remote supervision and support possible.

Examples include live audio and video feeds, web-based monitoring systems, Global Positioning Systems, mobile applications, communication devices, smart devices or devices that otherwise meet the requirement for live, two-way communication.



Two-Way Communication Definition

Live two-way communication is the real-time transmission of information between a person and an actively involved caregiver. It can be conveyed through the exchange of speech, visuals, signals or writing but must flow both ways and be in actual time. All transmitted electronic written messages must be retrievable for review.



Service Delivery

Remote support is not a service. It is an available service delivery option to meet a person's health, safety and other support needs as needed when it:

- Is chosen and preferred as a service delivery method by the person or their guardian (if applicable)
- Appropriately meets the person's assessed needs
- Is provided within the scope of the service being delivered
- Is provided as specified in the person's support plan.



Funding of equipment

Remote support does not fund the enabling technology. Technology needed to utilize remote support can be authorized through the following services when it meets the requirements indicated within the service description:

- [Assistive Technology](#)
- [CDCS—Environmental Modification and Provisions](#)
- [Environmental Accessibility Adaptations](#)
- [Specialized Equipment and Supplies](#)



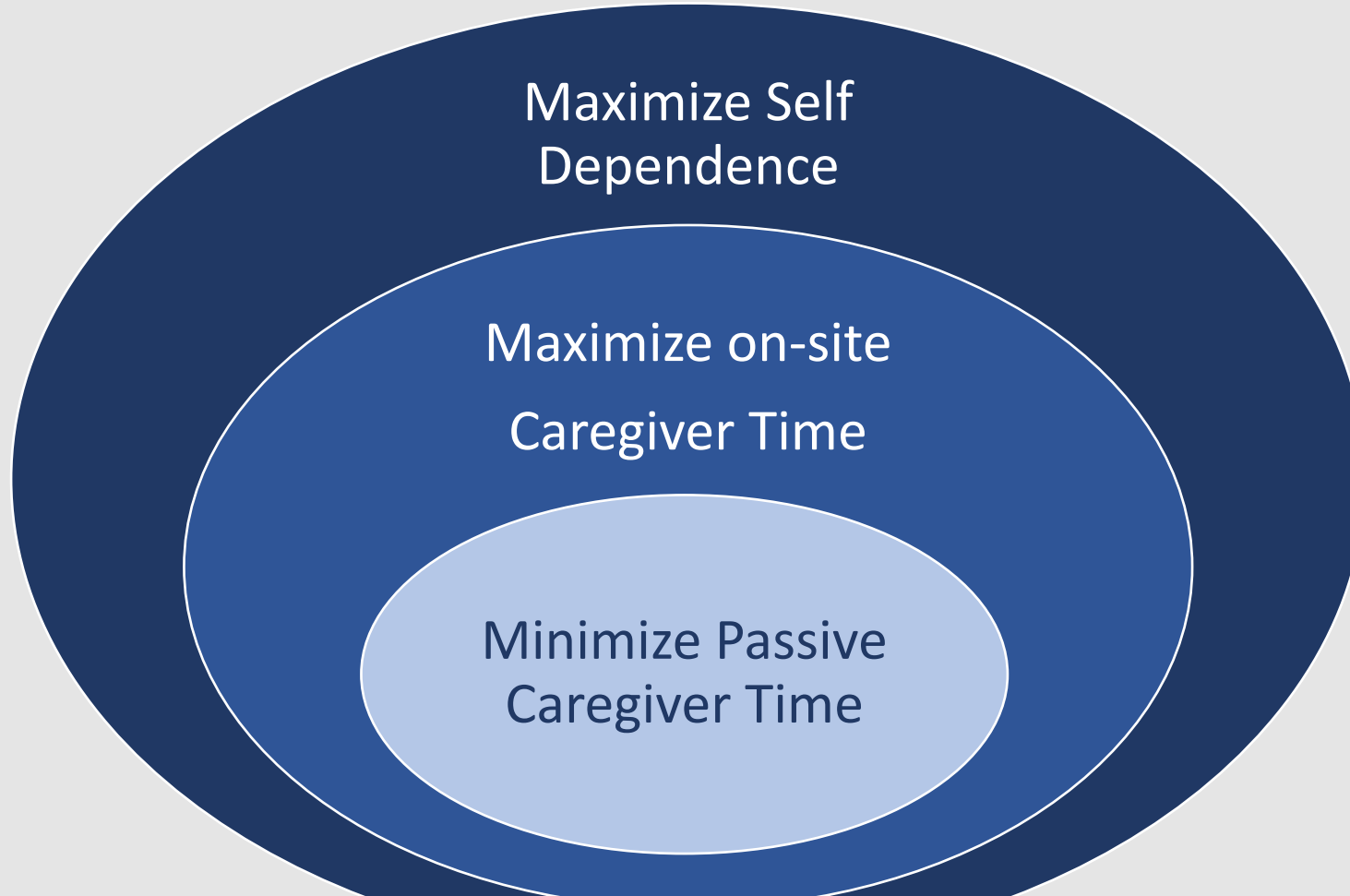
Why is Incorporating Support Technology So Important?

Staffing shortages

- Assistive technology (AT) and Remote support (RS) offer our greatest chance at surviving the current and future staffing issues which are projected to only become worse
- Technology has identified Support technology (AT & RS) as their premier promising practice to assist with the staffing shortages



Benefits of remote support



Telehealth & Teleservice



Onsite Equipment and Support



Personal Care Technology

Medications



Toileting/Bathing



Sensory



Feeding/Meal Prep



Repositioning Technology



Environmental Controls



Blind/Low Vision & Deaf/Hard of Hearing

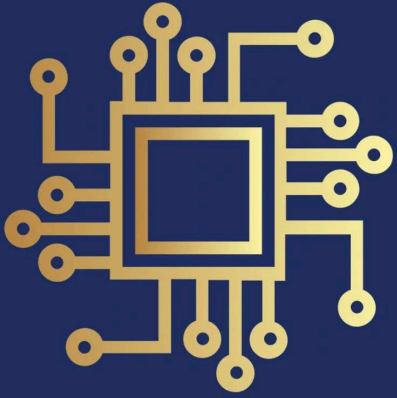


Communication Devices



Wearable Technology





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Contact Us

Website: <https://mn-neat.org/>

Email: info@mn-neat.org

Thank you!