AIM Telehealth Supports Information

Telehealth supports must be met based off of requirements as outlined by OPWDD documents

What is Telehealth Supports:

- A staff providing Self-Hired Community Habilitation or Supported Employment services remotely or a Broker providing services remotely
- Individual/Rep chooses to use telehealth service delivery in a person-centered approach with supporting documents
- This is used to assist with short-term supports delivered due to limitations with providing in-person face-to-face services

How is Telehealth accessed?

- Care Manager/Team will evaluate if Telehealth <u>justification is compatible with the individual's life plan and goals</u>
    - o Provide appropriate documentation to the team every 6 months or as changes are needed

- AIM will review supporting documents provided by team to finalize Telehealth Supports
    - o Sent to: AIM Self-Direction Team- Self-Direction Coordinator (SDC) for processing
    - o Records must be reviewed and updated minimally two times annually
        - ▪ Supports can be updated at any point if changes are needed

When to provide Telehealth Supports:

- Staff will provide Telehealth supports using two apps:
    - o eVeroMobile: timekeeping app used for shift documentation
    - o eVeroConnect: platform to provide virtual face-to-face supports
- Staff are required to use HIPAA compliant software to deliver services remotely due to Private Health Information stored in eVero
- Staff will need to ensure two-way communication can be delivered and AIM's device policy is maintained
- All goals/supports provided remotely are considered appropriate for this method of delivery

Staff Clock-In Note for Telehealth-

eVeroConnect:
HIPAA compliant telehealth delivery app utilized by staff for face-to-face Telehealth Supports

eVeroMobile
staff will select mode of support as Telehealth when clocking in to provide Com Hab or Respite Telehealth Supports