AIM Telehealth Supports Information

The person self-directing and/or the representative are choosing the type of support being provided and how the support is being delivered (in person or remotely) using person-centered practices for determination.

How are Telehealth Supports determined?

- The care manager (in collaboration with the person self-directing, and members of the circle of support team) will complete an **evaluation** to determine the appropriateness of using telehealth supports as a part of the person self-directing's service plan in the following areas:
    - Service Delivery Requirements
    - Choice and Consent
    - Potential for Engagement
    - Remote Technology Capacity
    - Privacy
- **At least one** support must be received in person per OPWDD criteria to maintain the person self-directing's opportunity for engagement
- Telehealth supports are designed to be delivered on a short-term or as needed basis and should not replace access to in-person face-to-face services

Where are Telehealth Supports justified?

- Once the evaluation is completed and appropriate supports are determined, supporting documents such as the **Life Plan** and **Staff Action Plan** (if applicable) must identify person-centered justification for telehealth eligibility
    - The planning team *must conduct a* ***re-evaluation every 6 months*** to determine if remote supports will continue to assist the person self-directing

AIM Technology/Remote Delivery of HCBS waiver supports for Self-Direction, includes:

- A **staff** providing Self-Hired supports
- A **broker** providing supports
- Individual Directed Goods & Services (**IDGS**) supports (community classes, memberships, etc.)

How are Telehealth Supports delivered at AIM?

- **AIM Technology/Remote Delivery of HCBS Waiver Supports Form** will be requested from the person self-directing and/or the representative with the following information:
    - Name of Self-Direction Participant
    - Date
    - Identified supports to be received in person or remotely
    - Important details on how the support is delivered
    - Acknowledgement of person-centered planning practices for remote technology (Goals/Valued Outcomes/Safeguards must be considered appropriate for this method of service delivery)
    - Signature
    - Signature date
- Telehealth supports information will be reviewed by the SD Coordinator to ensure person-centered planning and OPWDD Guidance is met on a semi-annual basis; eVero will be updated to initiate or continue eligibility for all identified supports to be received remotely
- Updates/changes can be made at any point by the person self-directing and/or their representative

AIM Telehealth Supports Information

Self-Hired Staff

Staff Timekeeping with Telehealth:

- Staff are required to maintain **Electronic Visit Verification (EVV)** standards and must ensure two-way communication is delivered in accordance with HIPAA compliance to protect the private health information of the person self-directing
- Staff must document shifts in real-time using **eVeroMobile app**
- Staff must use a HIPAA compliant platform such as **eVeroConnect app** for face-to-face video/virtual conferencing

Staff Mobile Applications for Remote Services-Telehealth

eVeroConnect

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

eVeroConnect

eVeroMobile

Medicaid compliant service delivery app utilized by staff for timekeeping face-to-face Self-Hired Supports

eVeroMobile

Quality Telehealth Documentation:

- In addition to staff documenting quality goals/safeguard supports, a required **Telehealth Summary** must be completed
- All goals/safeguard supports provided remotely are considered appropriate for this method of delivery

eVero Payroll

Assists with processing payroll, time off approval, and communications with staff on shift corrections in accordance with AIM Payroll Schedule (visit AIM Website for current year)

- eVeroPayroll Team Contact: Everopayroll@aimservicesinc.org
- Manual Telehealth Payroll Submission Link: https://www.aimservicesinc.org/self-direction/staff-tools/manual-telehealth-submissions/

Staff Payroll Requirements:

- Any missed shifts or shift corrections must be submitted by staff within 24 hours to ensure smooth processing of payment

Telehealth Eligibility must be met based off OPWDD Guidance of HCBS via Remote Technology
https://opwdd.ny.gov/adm2021-03-ability-use-technology-remotely-deliver-home-and-community-based-services-hcbs