



IRIS Program: Remote Services

Remote Services

Remote service provision is the synchronous delivery of any allowable waiver service using audiovisual communication technology that permits two-way, real-time, interactive communication between a participant at an originating site and a provider located at a separate site.

Remote service provision increases participant access to services and providers that they would not otherwise have the opportunity to utilize if services were only available in-person.

Remote Services: Authorization and Utilization

Process Description

Remote service provision is available to participants for any allowable service category, as long as they fulfill the authorization process. The criteria to authorize remote service modality on a participant's plan is detailed below.

Authorization Process

- i. **Functional Equivalence:** The remote service needs to meet functional equivalence, which is evaluated by the IRIS participant and their service provider. The participant will determine if the service will be functionally equivalent to meet their needs.

Functional equivalence exists when there is no reduction in quality, safety, or effectiveness of the service, as compared to the in-person service, because it is delivered by using audiovisual telecommunication technology.

If a service cannot be provided fully through remote modality, then the remote service cannot be considered functionally equivalent. For example, if there are any necessary personal care services or direct supports that would typically be performed by the service provider while in person, this would not meet functional equivalence.

- ii. **Service Plan, Identified Needs, and Individual Budget:** The participant maintains the responsibility to ensure the service fits within their budget, does not duplicate other services on their plan, and meets their needs. The participant informs the IRIS consultant of their determination, and the consultant documents this in the participant's case notes and service plan.

- iii. **Participant and Provider Acknowledgement:** The participant and provider need to have a written service provider agreement in place, per the established service provider agreement policy.

The IRIS consultant should ensure all related documentation is obtained and uploaded to the department's case management system (WISITS) prior to the authorization of the service. If the authorization criteria are met, the IRIS consultant should update the service plan to specify the remote service provision.

If the service authorization criteria are not met, or the remote service ceases to meet the participant's needs, the IRIS consultant will notify the participant of the determination regarding the remote service modality.

Allowable Services and Expenses

Allowable service categories include:

- Assistive technology
- Consultative clinical and therapeutic services for caregivers
- Consumer education and training
- Counseling and therapeutic services
- Daily living skills training
- Day services*
- Housing counseling
- Individual directed goods and services
- Interpreter services
- Personal emergency response services
- Prevocational services
- Respite
- Support broker services
- Supported employment – individual
- Supported employment – group
- Supportive home care
- Training services for unpaid caregivers
- Vocational and futures planning services

*Day services is intended to occur at a non-residential community setting. This service must have an originating site that does not occur in a residential setting, including the participant's private residence or any other living arrangement.

Excluded remote service expenses are indicated below:

- Waiver costs for the acquisition, installation, maintenance, or provision of telecommunication devices or connectivity to enable the participant to access the service remotely.
- Waiver costs for remote services used solely for the convenience of the provider when an in-person modality is more appropriate and/or preferred by the participant.
- Waiver costs for remote services provided through audio-only telecommunication, except portions of services already provided through audio-only means.
- Waiver costs for remote services that have been identified as inappropriate or insufficient for the participant's service plan and/or their health and safety.