

Remote Monitoring

Please carefully review and complete this form and submit all appropriate documentation.

PRINT NAME OF REMOTE MONITORING PROVIDER:

PRINT NAME OF I/DD WAIVER PROVIDER AGENCY:

PRINT NAME OF I/DD WAIVER PROVIDER CEO:

DEFINITION OF REMOTE MONITORING SERVICE

“Remote monitoring” means the electronic monitoring of an individual in his or her residence by staff using one or more of the following systems: live radio feed, live audio feed, motion sensing system, radio frequency, identification web-based monitoring system, or other devices approved by the department. The system must include devices to engage in live two-way communication with the individual being monitoring as described in the individual service plan. Remote monitoring *must* only be used to reduce or replace the amount of Person-Centered Supports an individual wants and needs. Purchase of this service for an I/DD Waiver member must be prior authorized before being provided and must be based on assessed need and within the member’s individualized budget.

Each applicant must review and agree to comply with the following standards:

- Remote monitoring shall only be provided in an adult member’s family residence, a licensed group home, or in an Intensively Supported Setting (ISS) (3 or less) when there is no paid staff in the member’s home at the time of monitoring.
- Remote monitoring must be completed in real time by a qualified, awake staff person at the monitoring base using the appropriate connection. Review of these recordings may take place after the service delivery itself; however, these reviews cannot replace real-time monitoring.
- While remote monitoring is being provided, the remote monitoring staff shall not have duties other than remote monitoring duties.
- Must provide manual and ongoing training to *all* required staff as identified in the member’s Individual Program Plan to ensure they know how to use the equipment.

- Must have a back-up power system (battery and/or generator) in place at the monitoring base and at the individual's residence in the event of an electrical outage.
- Must have additional safeguards in place to include (but not limited to) contacting the back-up support person in the event the remote monitoring system stops working for any reason.
- Must comply with all federal, state, and local regulations that apply to the operation of its business or trade, including but not limited to, the Electronics Communications Privacy Act of 1986.
- Must have an effective system for notifying emergency personnel such as police, fire, emergency medical services, and psychiatric response entities.
- Must have written consent of individuals, any persons living with the individual, and the individual's legal representative (if applicable) if there is use of audio and/or video equipment allowing monitoring of conversations in the residence.
- Must prominently display a notice within the residence advising that the residence is equipped with audio and/or video equipment that allows remote monitoring staff to review activities and/or listen to conversations within the residence.
- Must disclose to the individual and to the individual's team the current ratio of monitoring staff to individuals receiving remote monitoring. The provider shall update this information as needed, but no less than once a year.
- If an emergency arises at an individual's residence, the remote monitoring staff shall immediately assess the situation and call emergency personnel first, if that is deemed necessary, and then contact the stand-by staff person. The remote monitoring staff shall stay engaged with the individual during an emergency until emergency personnel or the stand-by staff arrives. The stand-by person shall verbally acknowledge receipt of a request for assistance from the remote monitoring staff.
- If an individual needs assistance but the situation is not an emergency, the remote monitoring staff shall address the situation as specified in the individual service plan and approved by all IDT members.
- The remote monitoring staff shall have detailed and current written protocols for responding to an individual's needs as specified in the individual service plan, including any current behavior support plans and contact information for the stand-by staff and member's case manager to provide assistance at the individual's residence when necessary.
- If an individual indicates he/she wants the remote monitoring system turned off, the remote monitoring staff shall contact the stand-by staff or case manager and request in-person assistance at the individual's residence, shall remain in operation until the stand-by person arrives; if no one else at the residence is receiving remote monitoring, shall turn off the system once the stand-by person arrives at the

residence and is briefed on the situation, shall contact the individual's case manager or other designated I/DD Waiver agency administrator who shall confirm whether the individual/guardian chooses to continue to receive the service.

- A monitoring base shall not be located at the residence of an individual who receives remote monitoring.
- If an unusual incident or a major unusual incident, as defined in Office of Health Facility Licensure and Certification's standards for Behavioral Health Licensure and the Bureau for Medical Services Chapter 513, Intellectual and/or Developmental Disabilities Waiver policy manual, occurs while an individual is being monitored, the remote monitoring provider shall retain or ensure the retention of any video and/or audio recordings and any sensor and written information pertaining to the incident for at least seven years from the date of the incident.
- A secure network system requiring authentication, authorization, and encryption of data that complies with the Health Insurance Portability and Accountability Act of 1996 shall be in place to ensure that access to computer, video, audio, sensor, and written information is limited to authorized persons.
- The remote monitoring staff is responsible for notifying the I/DD Waiver provider that an incident has occurred and the I/DD Waiver staff will make the decision if the incident is of the level required to enter into the WVIMS system. The I/DD Waiver agency's case manager is responsible for entering the incident in the WV Incident Management System (WV IMS).
- Must comply with all documentation standards/guidelines as set forth by BMS Remote Monitoring Standards, as well as I/DD Waiver Guidelines.
- At least every 90 days, the appropriateness of continued use of the monitoring system must be reviewed by the IDT; the results of these reviews must be documented by the I/DD Waiver provider on the member's IPP.

I have submitted the evidence as requested, understand the requirements, and certify that my agency will meet the above assurances. I understand that misrepresentation or falsification of this application or any supported documentation may result in denial or revocation of provider certification.

Signature of I/DD Waiver Agency CEO

Date

Printed Name of I/DD Agency

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If the I/DD Waiver agency is subcontracting this service, then an authorized representative from the contracted agency also completes this section:

I have submitted the evidence as requested, understand the requirements, and certify that my agency will meet the above initialed assurances. I understand that misrepresentation or falsification of this application or any supporting documentation may result in denial or revocation of provider certification.

Signature of Remote Monitoring Agency Official **Date**

Printed Name of Remote Monitoring Agency Official