

Thank you for your question regarding remote support delivery of services during the COVID-19 pandemic. In response to the CDC public health strategies to reduce community transmission of COVID-19, DHS is temporarily allowing the provision of remote support for the services listed below.

Delivery of remote support must be real-time, two-way communication (i.e. phone calls, or other technology medium) with the person. The provision of services through remote support must be performed within:

- the scope of the service,
- the person's support plan, and
- the amount of service authorized.

The lead agency must document in the person's support plan why the increase in services or change in delivery of in-person services to remote support are needed related to COVID-19.

The U.S. Department of Health and Human Services issued a bulletin titled [Notification of Enforcement Discretion for telehealth remote communications during the COVID-19 nationwide public health emergency](#) on March 17, 2020. This bulletin identifies available technology applications that support data privacy practices.

List of services where remote support may be delivered

24 hour emergency assistance
Case management
Day Support (formerly DTH)
Employment development
Employment exploration
Employment support
Extended personal care services that only require verbal cueing and/or instruction
Foster care
Family training and counseling
Independent living skills training
Individualized home supports
Integrated Community Support
Personal Support
Positive supports
Prevocational Services
Residential habilitation/supported living services
Residential habilitation/in-home family support
Specialist services

If you are an existing provider and these services are not in your MHCP Provider Record you can request to add these to your record by submitting a request via MPSE or complete and fax the [DHS-6638](#) paperwork. Because of COVID-19, providers may contact the Provider Helpdesk at 651-431-2700 once you submit a request if you would like your request to be expedited due to access issue.

Sincerely,
Anna MacIntyre, Disability Services Division