

Remote Support vs Remote Monitoring

- Both are the provision of a covered service by a staff or caregiver who is at a remote location and is engaged with the person through enabling technology that uses live, two-way communication.
- Terms are often used interchangeably.
- Main difference is how services are authorized and billed through the waiver.
- “Remote Support” is most used; “Remote Monitoring” often refers to remote service delivery in residential settings.

Remote Support Authorization

Services eligible for Remote Support are listed in the **CBSM: Remote Support**.

Authorized by adding the **U4 modifier** to an approved waiver service when delivered remotely.

Must be clearly documented in the person's support plan (frequency, duration, and how remote support meets assessed needs).

Person (or guardian) must consent to remote delivery.

Remote Monitoring Authorization

Providers use the [CBSM: Rate Management Worksheets](#) to track hours of in-person vs. remote service delivery.

Worksheets are submitted to the Lead Agency.

Remote Overnight Supervision (ROS) has additional requirements.

Requirements for ROS Implementation



Develop Policies & Procedures for ROS

Obtain Signed Consent Forms

Add Support Plan Addendum with Maximum Response Time Permitted

Create Emergency Response and System Failure Plans

Complete Staff Training

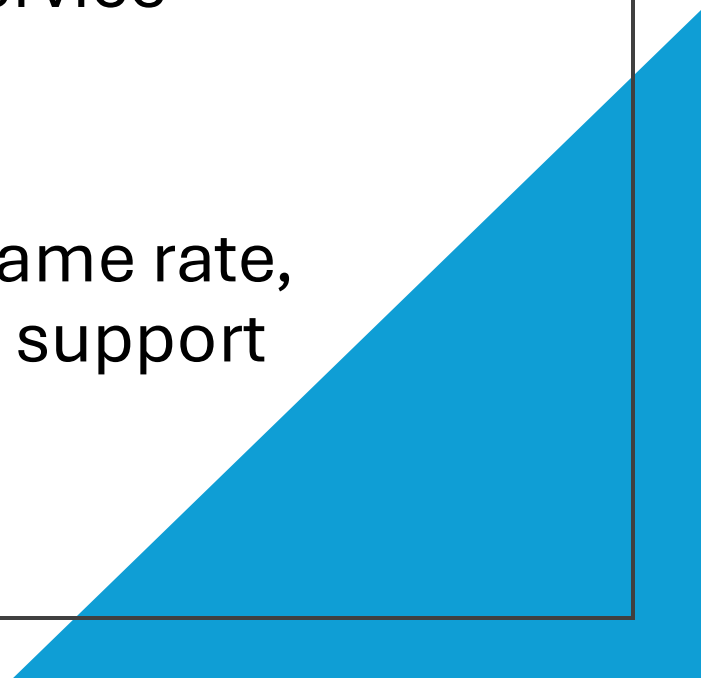
Notify DHS

Notifying DHS for ROS

- ☐ Send notice to your County Licensor before starting ROS.
- ☐ Optional form to use for notification: [ROS Notification Form](#).
- ☐ Confirm all requirements are met. ROS can begin right after sending notification

County Licensor only needs to be informed, they should not approve or deny ROS

Rates

- An individual can use remote support/monitoring in a flexible manner that meets their needs, within the total yearly authorized amount/budget or units and service-specific limitations of their waiver plan.
 - Units of the approved services are paid at the same rate, whether provided in person or remotely. Remote support rates follow the rate-setting requirements of the allowable service.
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Key Resources

Policy Pages:

- [Remote Support CBSM Policy](#)
- [Monitoring Technology Usage Policy](#)
- [Resource: Guidance on Support Technology and Service Planning](#)
- [Rate Management System](#)
- [Rate Management Worksheets](#)
- [ROS Provider Notification to County Form](#)
- [ROS Legislation](#)

Additional Resources

- [ARRM - Tech 101](#)
- [ARRM - Technology Resource Center](#)
- [MN STAR Program](#)
- [MN Networking in Education and Assistive Technology \(MN NEAT\)](#)

Videos

- [A New Way of Doing Business](#)
- [It Starts with a Conversation](#)

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