Enabling Technology-What is it?

Per DDA, Enabling Technology is:

An innovative way to support people within their home, around their community, and at their work to become more self-sufficient using various off-the-shelf and customized devices, person-centered methods, and remote support technology solutions. Enabling Technology is defined as equipment and/or methodologies that, alone or in combination with associated technologies, provide the means to support individuals' increased independence in their homes, communities, and/or workplaces. When utilized in a person-centered manner, these technologies have a substantial influence on how Long-Term Services and Supports (LTSS) can assist people with intellectual and developmental disabilities in a more natural, non-segregated environment in order to promote independence, personal development, and additional opportunities for self-determination.

The Enabling Technology Program is available to any person already enrolled in 1915(c) waivers, Employment and Community First (ECF) CHOICES, or CHOICES long-term services and supports programs.

If you are interested in learning more about Enabling Technology or would like to add Enabling Technology services to your support plan, please contact your Service Coordinator for more information. You may also contact the DDA Enabling Technology program by sending an email to DDA.Enabling.Technology@tn.gov

****(Resource: https://www.tn.gov/disability-and-aging/disability-aging-programs/enabling-technology.html)*

Enabling Technology Funding:

For 1915(c) Waiver members, Enabling Technology, along with Assistive Technology, Specialized Medical Equipment and Supplies, are limited to $10,000 per two (2) Waiver years.

Division of TennCare | LTSS

DIVISION OF TENNCARE LONG TERM SERVICES AND SUPPORTS OPERATIONAL PROTOCOL

PROTOCOL TITLE: Enabling Technology Utilization Protocol: Screening Tool, Service Requests, and Implementation Requirements for CHOICES, Employment and Community First CHOICES and 1915(c) Waiver Members
EFFECTIVE DATE: NOVEMBER 2, 2021

A. Background:

Care Coordinators, Support Coordinators, Independent Support Coordinators, and Department of Intellectual and Developmental Disabilities (DIDD) Case Managers (collectively hereafter called "Coordinators") are responsible for educating CHOICES,[1] Employment and Community First (ECF) CHOICES, and 1915(c) Waiver members about Enabling Technology (ET) in order to support the independence of individuals, including competitive, integrated employment. It is a requirement of the Coordinator for each member to assess the potential for enabling technology as part of the required person-centered planning process for that member and to ensure access to enabling technology as a distinct benefit.

"Enabling Technology" is defined as equipment and/or methodologies that, alone or in combination with associated technologies, provide the means to support individuals' increased independence in their homes, communities, and/or workplaces. When utilized in a person-centered manner, these technologies have a substantial influence on how Long Term Services and Supports (LTSS) supports people with intellectual and developmental disabilities (I/DD) in a more natural, non-segregated environment in order to promote independence, personal development, and additional opportunities for self-determination. The Enabling Technology service covers purchases, leasing, shipping costs, training, maintainance, and, as necessary, repair of equipment required by the member to increase, maintain, and/or improve his/her functional capacity to perform daily tasks that would not be possible otherwise. All items must meet applicable standards of manufacture, design and installation.

Enabling Technology is an available support option for all aspects and places of members' lives, including:

- Systems which use wireless technology, and/or phone lines, to link a member's home to a person off-site to provide up to 24/7 support.
- Systems which include the use of remote sensor technology to send "real time" data to remote staff or family who are immediately available to assess the situation and provide assistance according to a Person-Centered Support Plan (PCSP).

Examples of Enabling Technology services typically used in peoples' homes include:

[1] Enabling technology is not available in the CHOICES program, other than as a Cost-Effective Alternative (CEA), until CMS approves the Appendix K submission related to adding this service to CHOICES. Enabling Technology is available in ECF CHOICES combined with the current AT benefit. However, TennCare is also seeking Appendix K authority to add ET as a separate benefit (with combined benefit limit).

- Motion sensors;
- Smoke and carbon monoxide alarms;
- Bed and/or chair sensors;
- Live or on-demand audio and/or video technologies;
- Pressure sensors;
- Stove guards;
- Live web-based remote supports;
- Automated medication dispenser systems;
- Mobile software applications using digital pictures, audio and video to guide, teach, or remind;
- GPS guidance devices;
- Wearable and virtual technologies; and
- Software to operate devices for environmental control or to communicate with other smart devices, with paid or natural supports at home, at work, or any other place of personal import.

Mobile Technologies are available to teach safe travel skills and to guide people during community travel to work or other places important in their lives, by walking or using public transportation.

Mobile Enabling Technology options include:

- Mobile software applications using digital pictures, audio and video to guide, teach, or remind;
- GPS guidance devices;
- Wearable and virtual technologies; and
- Software to support communication with people along participants' routes or destinations.

Enabling Technology includes remote support technology systems in which remote support staff and/or coaches and/or natural supports can interact, coordinate supports, or actively respond to needs in-person when needed. Remote support systems are real time support systems which often include two-way communication. Remote support systems can enable service providers to adjust staffing levels and provide members with additional independence, the promotion of their rights and the dignity of risk while also promoting the health and safety of the member. Specific requirements for providers and the use of remote supports are outlined in more detail below in Section D.

For 1915(c) Waiver members, Enabling Technology, along with Assistive Technology, Specialized Medical Equipment and Supplies, are limited to $10,000 per two (2) Waiver years.

For ECF CHOICES members, Enabling Technology, along with Assistive Technology, Specialized Medical Equipment and Supplies, are limited to $5,000 per year.

For CHOICES members, Enabling Technology is limited to $5,000 per year and is available through March 31, 2024.

Notwithstanding these benefit limits, an MCO may elect, at its sole discretion, to authorize Enabling Technology in excess of the benefit limits provided above when it is determined by either DIDD (for 1915(c) Waiver members) or by the MCO (for CHOICES or ECF CHOICES members): (1) to be a cost-effective alternative to care in either a Nursing Facility (NF) or an Immediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID); (2) to be a cost-effective alternative to additional hours of personal assistance or other service that would otherwise have been medically necessary and covered under the HCBS; or (3) to be a cost-effective alternative to a higher level of reimbursement that would otherwise be provided to the member for residential services (including Community Living Supports (CLS), Community Living Supports-Family Model (CLS-FM), Supported Living, Family Model Residential, Residential Habilitation, or Medical Residential Service).

B. Protocol:

1. This Protocol describes the mandatory person-centered planning and assessment process for the integration of Enabling Technology as part of the member's support services. This assessment process will be facilitated by the Coordinator for that member. This Protocol also explains the steps required to request authorization for Enabling Technology and to implement necessary Enabling Technology solutions when those are requested by the member.

2. Prior to September 30, 2021, all Coordinators must complete the Enabling Technology fundamental trainings in Relias, which includes specific training on the Enabling Technology Utilization Protocol and person-centered facilitation process. Additionally, all Coordinators must participate in an Enabling Technology Orientation Training provided by the DIDD Enabling Tech Department and complete additional Enabling Technology training as directed by TennCare and DIDD. The completion of this training will be monitored by the Coordinator's supervisor and will be audited by DIDD.

3. As a first step to assess the member's interest, readiness, and need for Enabling Technology, the Coordinator will complete the ET Screening Tool with the member and their Circle of Support (COS).

4. The Coordinator will utilize the ET Screening Tool to inform the person-centered planning process, including the need for requests for new services, and will affirm that the ET Screening Tool was used. The responses to the ET Screening Tool will be reflected in the PCSP.

5. If the results of the ET Screening Tool indicate the need for additional education and/or conversations about Enabling Technology, then the Coordinator may consider the following educational opportunities:
    - Utilize the DIDD Enabling Technology website to show Enabling Technology demonstration videos of devices and success stories of members using Enabling Technology;
    - Schedule an in-person/virtual technology demonstration from a Technology Vendor;
    - Schedule a tour at one of the Enabling Technology Model Homes for personal hands-on experience with technology solutions and devices;
    - Contact a DIDD Technology Champion for consultation and further recommendations for educational opportunities; and
    - Following this additional education, the Coordinator will again complete the ET Screening Tool with the member and their COS.

6. If the results of the ET Screening Tool indicates there is an overall interest, readiness, and need for Enabling Technology, then the Coordinator will complete and submit the ET Referral Form to the DIDD ET department at DIDD.Enabling.Technology@tn.gov for data and tracking purposes only.

7. The Coordinator will be responsible for the coordination and facilitation of the Enabling Technology person-centered planning and assessment process with the member, their COS, and the necessary MCO/DIDD ET representatives. The ET person-centered process is outlined specifically in the ET Facilitation Manual and should include:
    - Person-centered planning and ET assessment to ensure the integration of Enabling Technology in a person-centered way that will help to increase independence while also ensuring the health, safety, and well-being of the member;
    - Coordination with chosen Technology Vendor(s) for Enabling Technology recommendation(s) that support the member's priorities, preferences, and concerns; and
    - An Enabling Technology Plan developed in conjunction with the member, their COS, and the contributing Technology Vendor.

8. Upon completion of the Enabling Technology person-centered planning and assessment process, as outlined in the ET Facilitation Manual, the Coordinator will be responsible for submitting the Enabling Technology service authorization request along with these supporting documents:
    - Updated PCSP with justification for utilizing Enabling Technology as a support service;
    - Enabling Technology Assessment/Questionnaire;
    - Enabling Technology Plan; and

- Quoted invoice from the Technology Vendor(s) (according to requested service period).

Note: *Service authorization requests for 1915(c) Waiver members are submitted to DIDD. Service authorization requests for CHOICES and ECF CHOICES members are submitted to the respective MCO.*

9. No less than once annually during the Annual PCSP review, the Coordinator shall conduct a review of the member's current Enabling Technology solutions and services with the member and their COS. If the member or COS has indicated a change in their desire or understanding for technology, a new screening should be conducted as needed to reflect these changes. Any revisions, updates, or additions to the Enabling Technology services should be documented in the Enabling Technology Plan and PCSP.
    - For any member not currently utilizing Enabling Technology services, the Coordinator will continue to assist with the completion of the Enabling Technology Screening Tool. As requested by the member and/or their COS, the Coordinator shall make available to the member and their COS additional information about Enabling Technology through videos, printed materials, online resources, and/or coordination of in-person visits to the Enabling Technology Model Homes.

10. For purposes of payment of Enabling Technology services, these services must be included on the PCSP and in the Enabling Technology Plan. This includes payment for apps on smart devices, which require pre-approval and will be paid by the provider agency or contracted third-party vendor. The purchase of computer/mobile applications ("apps"), and other Enabling Technology, not included in the PCSP and Enabling Technology Plan will not be reimbursed.

11. If any MCO or Independent Support Coordinaton (ISC) agency determines that an ET request must be presented to the HCBS Settings Compliance Committee (SCC), the request must first be sent to DIDD.Enabling.Technology@tn.gov for a DIDD Tech Champion to provide an opinion related to the need for HBCS SCC review. Enabling technology should not be requested for the purpose of "monitoring" or restricting members as such request would not meet the purpose of ET, as noted above, of supporting the independence of individuals with I/DD. Any approval needed from HCBS SCC to provide technology will not be considered ET.

12. Training requirements:
    - For Coordinators: Required as directed by TennCare and DIDD. Monitored by MCOs and ISC agencies for compliance and completion by Coordinators.
    - For providers who support members utilizing Enabling Technology:
        i. Required as directed by TennCare and DIDD. Monitored through credentialing/QA/DIDD.

ii. Provider requirements, including requirements for reporting and investigations, are outlined in the One Reportable Event Management System (REM) Protocol.

iii. All staff, including remote support staff, who provide support to the member will receive training in the following areas including, but not limited to:

1. Training on the member's PCSP;
2. Behavior Support Plan (BSP);
3. Identified risks and risk mitigation;
4. Additional Reportable Event Management training;
5. Staffing plans; and
6. All other relevant plans and considerations prior to working with the member.

- For unpaid supports: Training available at the request of any unpaid supports for members utilizing Enabling Technology.

C. Special Considerations for Providers of Remote Supports

1. Individual Response Plan: Each member receiving remote supports will have identified within their PCSP the risks for the member and the supports needed to minimize those risks. In addition, the staffing plan will also include the following:
   - A safety plan with mitigation of hazards and response-necessary situations. (Examples may include: a designated smoking area, use of household appliances, basic first aid, response to smoke detectors/fire alarms, severe weather warnings, securing their home, when and who to call for help);
   - Supervision requirements and safety plans for any potential time spent without direct supervision;
   - Information relevant to self-administration of medications.
   - Identification of key contacts (which should also be posted in the home and programmed in staff telephones); and
   - Confirmation that the member and staff are trained on how to respond to the identified risks.

2. Provider Oversight: Each contracted provider shall develop a plan to ensure regular oversight for remote support sites, to be approved by DIDD during credentialing.

3. Reportable Event Management for Remote Support Providers: The requirements outlined below in relation to the One Reportable Event Management System are applicable when

a member utilizes remote supports. Please refer to the REM Protocol for the specifics of REM.

- Potential Findings of Neglect under the REM Protocol: Specific to the use of remote supports, the following are examples of behavior which could lead to a finding/substantiation for neglect by a staff or provider, after the completion of an REM investigation and in accordance with the REM Protocol:
    i. Failure to provide remote support as outlined in the member's PCSP and/or failure for local support to respond as outlined in the member's PCSP;
    ii. Failure of the agency to provide a back-up power source for remote supports;
    ii. Failure of remote support staff to carry out stated required duties;
    iv. Failure of agency staff to report on time for their assigned shifts (remote support staff will be responsible for reporting time in accordance with DIDD requirements); and
    v. Failure of the provider to provide staff pursuant to original staffing requirements, if the member requests that the remote support equipment be turned off or removed.
- Emergency Remote Support Plans: Providers providing remote support services shall have policies and procedures in place for a response to emergency situations, referred to as an Emergency Remote Support Plan. The policies and procedures for an Emergency Remote Support Plan shall include:
    i. Procedures ensuring that: (i) the member will be placed out of immediate harm as soon as possible; (ii) the provider will contact the local 911 emergency service if medical attention is required; and (iii) the provider will contact law enforcement for the jurisdiction where the member is located, the Department of Children's Services (DCS), the DIDD Abuse Hotline, and/or Adult Protective Services (APS) if needed and as applicable to the emergency situation;
    ii. The identification of a designated alternative staff for the member and a procedure for contacting the alternative staff designed by the provider/Remote Technology Vendor when a response is required.
    iii. A minimum of two back-up supports identified (natural support and/or paid staff) for each member if a response is required;
    iv. Details on the type of response required, including response time specific to the individual as defined in the member's PCSP. Response types can include face-to-face and/or telephone responses, depending on the member's particular needs at that time and to assure health and safety; and
    v. The identified point of contact for the provider.

When an emergency situation occurs and the Emergency Remote Support Plan is implemented, the provider is required to submit a Reportable Event Form ("REF") to DIDD's Central Office, as

outlined in the REM Protocol. Additionally, the provider must provide the REF to the Remote Support Contractor by the next business day.

4. The Remote Support Contractor:
    - The provider agency will furnish a copy of any REF concerning any event of the types specified above to the Remote Support Contractor by the next business day.
    - Any Remote Support Contractor which is located out-of-state is considered to be providing supports in Tennessee.
    - The Remote Support Contractor shall be notified by the provider's Event Management Coordinator (EMC) and shall have the right to participate in-person or telephonically in any Incident Review Committee meetings regarding an incident involving a member who was receiving remote supports at the time from that provider.
    - The Remote Support Contractor will be notified that an investigation will be initiated by DIDD. Providers and their subcontractors (vendors of remote supports) are expected to cooperate fully with the DIDD investigator and to respect the investigative process.
    - The Remote Support Contractors are expected to develop and maintain a Protection from Harm Policy for the safety and welfare of the members they support.

5. Provider Agency/DIDD Requirements:
    - The provider agency is responsible for completion of an annual written analysis of trends and patterns related to reported events, as noted above, involving members while remote supports were in use.
    - When an employee of a provider or its agent or volunteer is implicated in allegations of physical or sexual abuse, the provider is required to place that person on administrative leave while the investigation takes place or in a position that does not involve any direct contact with any member and/or any supervision, remote or otherwise, of any member served or supervision of other staff who provide direct care to the member, pending the completion of the investigation.
    - DIDD will be responsible for the distribution of the Final Investigation Report to the provider and for the notification to the Coordinator of the member of the investigative conclusions. Upon receipt of the Final Investigative Report, the provider will share the investigative findings with the Remote Support Contractor, if applicable.

D. Displacement Prevention

Enabling Technology is available to CHOICES, ECF CHOICES or 1915(c) Waiver members who are in situations where placement in a facility such as a NF) or an ICF/IID is being considered, due to risk of being displaced from the current living situation due to the aging,

incapacitation, or unexpected death of a primary caregiver or when a member may need additional paid supports in the home, but is unable to find appropriate paid support staff in the area in which the member currently resides.

If an ECF CHOICES or 1915(c) Waiver member may be eligible for Displacement Prevention, Coordinators shall submit an Enabling Technology referral form to the DIDD Enabling Technology Division, DIDD.Enabling.Technology@tn.gov. The DIDD Regional Tech Champion will review the referral form to approve eligibility and manage coordination of the Enabling Technology Displacement prevention facilitation process.

If a CHOICES member may be eligible for Displacement Prevention, Coordinators shall submit an Enabling Technology referral form to the respective MCO. The MCO will review the referral form to approve eligibility and manage coordination of the Enabling Technology Displacement Prevention facilitation process. DIDD Regional Tech Champions may be requested for consultation.

E. Technology First Initiative

As part of this Technology First initiative, Coordinators must ensure that Enabling Technology solutions are considered first as an option for services and support plans for ECF CHOICES and 1915(c) Waiver members. All Coordinators will assist the member and their support team with prioritizing Enabling Technology as a possible solution when considering any direct supports and services in order to promote independence, reduce the risk of future reliance on direct supports, empower personal growth, and provide additional opportunities for self-determination. This Technology First Initiative is not a "technology-only" strategy but aims to help members learn more on how Enabling Technology can be utilized to improve their quality of life and experience new levels of desired independence.

F. Appeals

1. In the event an appeal is filed for denial of Enabling Technology by an ECF CHOICES or CHOICES member, appeals will be handled in the same way as all other service appeals. The MCO is responsible for supporting the denial of Enabling Technology and also notifying DIDD (DIDD.Enabling.Technology@tn.gov) of the denial.

2. In the event an appeal is filed for denial of Enabling Technology by a 1915(c) Waiver member, appeals will be handled in the same way as all other DIDD service appeals. DIDD is responsible for supporting the denial of Enabling Technology.

G. Contacts:

- DIDD: DIDD.Enabling.Technology@tn.gov
- Amerigroup: enablingtechTN@amerigroup.com
- BlueCare: Loria Hubbard, Loria_Hubbard@bcbst.com
- UnitedHealthcare: Wendi Patterson, Wendi_Patterson@uhc.com

H. References:

- TennCare and DIDD Interagency Agreement for I/DD MLTSS Programs Section A.87
- Tennessee ARPA FMAP Initial Spending Plan (https://www.tn.gov/content/dam/tn/tenncare/documents/ARPAEnhancedFMAPPlanForHCBS.pdf)
- MCO Statewide Contractor Risk Agreement (CRA)
    - Enabling Technology: Sections A.2.6.1.6.3, A.2.6.1.7.3, A.2.6.5.2.7, A.2.9.7.1.4.1, A.2.9.7.5.2.5.1, A.2.9.7.6.2.4.15, A.2.9.16.6.2.3, and A.2.12.20.3.6
    - Appeals: Section A.2.19
- TennCare Rules
    - Appeals: Tenn. Comp. R. & Regs. 1200-13-01-.25(9).

TN Department of Disability & Aging

Enabling Technology Screening Tool

Member's Information:	
Member's Name (First Name & Last)	Name of Service Provider – County (if applicable)
Manage Care Organization (MCO)	Name of Coordinator – Title
Date Screening Tool Completed	Reason for Screening completion
Click or tap to enter a date.	Choose an item.

Enabling Technology Integration for a Member's Vision, Preferences, and Outcomes of a Preferred Life:

1. What is the member's desire for more independence at home, in the community, and/or at work?
   Click or tap here to enter text.
2. Please indicate which outcome(s) for independent living the member is willing to use Enabling Technology to help support them in achieving their goal? (please select all that apply):

HOW TO USE THE ENABLING TECHNOLOGY SCREENING TOOL

This screening tool was designed to assist coordinators and service providers in determining if a member and their team is interested, willing, and ready for the integration of Enabling Technology as a natural support to their services. The questions should be asked using a person-centered thinking approach with a focus on understanding the member's outcomes, priorities, preferences, and concerns towards using Enabling Technology.

Process:

- Have a conversation with the member and their team to answer all the questions on this form *(Tip: make sure to get an answer from the member first in order to get their perspective before moving on to the rest of the team for their input)*
- Complete the matrix at the end of the form by checking either YES, NO, or NOT SURE for each question in the matrix.
- Total up the number of checks in each column of the matrix

Scoring:

- 4+ checks in the "YES" column indicates there is an overall interest, willingness, and readiness to integrate Enabling Technology
- 4+ checks in the "NO" column indicates there is not an interest, willingness, or readiness to integrate Enabling Technology at this time and additional conversations may be needed
- Any checks in the "NOT SURE" column indicates the need for more education & training on Enabling Technology in order for the member to make an informed choice.

☐ Controlling My Environment	☐ More Privacy or Alone Time	☐ Housekeeping
☐ Health & Wellness	☐ Personal Appearance & Hygiene	☐ Employment
☐ Food & Cooking Safety	☐ Emergency & Safety Preparedness	☐ Communication
☐ Transportation	☐ Personal Funds Management	☐ Other enter text here.
☐ Community Integration	☐ Developing/Maintaining Relationships	☐ N/A

3. Describe the member's interest in using Enabling Technology as a natural support to their daily routine? (provide examples if needed) Click or tap here to enter text.

4. Please list any type(s) of technology that the member is currently using and/or is interested in using as a natural support to their services. Click or tap here to enter text.

5. What is the team's attitude towards the member's desire for more independence at home, in the community, and/or at work? Click or tap here to enter text.

6. Please explain any specific issues or concerns of the team that would cause this member not to be able to utilize Enabling Technology to reach their desired level of independence. Click or tap here to enter text.

7. Please explain the team's staffing plan for supporting the member to utilize Enabling Technology safely and successfully for more independence. Click or tap here to enter text.

ENABLING TECHNOLOGY SCREENING MATRIX	YES	NO	NOT SURE
1. Does the member express a desire to have more independence at home, in the community, and/or at work?			
2. Was the member able to indicate at least one outcome for independent living that could be supported by Enabling Technology for achieving their goals?			
3. Does the member express interest in using Enabling Technology as a natural support to their daily routine?			
4. Was the member able to give at least one example of technology that they are currently using or interested in using?			
5. Does the team express that they are all "comfortable" with the member using Enabling Technology to build independence at home, in the community, and/or at work ?			
6. Do you feel that the listed issues and concerns can be addressed using Enabling Technology or other adaptations?			
7. Has the team considered a staffing plan that will support the member to utilize Enabling Technology safely and successfully for more independence?			
TOTAL			

Other Questions for Consideration: *Please answer "YES or NO" to each question below. Any question that has a "NO" answer should be further discussed by the team before deciding to proceed with the Enabling Technology facilitation, planning, and integration process.*

1. Does the member currently have wireless or cellular connectivity in the environment that they will be using the enabling technology solutions?
   ☐Yes ☐No

2. Has there been a discussion with the landlord, rental agency, and/or employer about installing and using enabling technology in these environments? ☐Yes ☐No ☐N/A

3. Does the member meet the eligibility and/or waiver limit requirements for receiving funding for Enabling Technology Services?
   ☐Yes ☐No ☐N/A

4. Does the member qualify for the Enabling Technology Displacement Prevention Initiative? ☐Yes ☐No ☐N/A
   (If YES, please submit an Enabling Technology Referral Form to DDA.Enabling.Technology@tn.gov regarding Displacement Prevention)

5. Will other people be living with this person using Enabling Technology at their home? ☐Yes ☐No
   If YES, are the people aware that Enabling Technology is being considered? ☐Yes ☐No