

## Choosing Remote Support

**Remote support**, also known as remote monitoring, is an emerging service model that combines technology and direct care to support people with developmental disabilities. Remote support uses two-way communication in real time, including home-based sensors, cameras, and other technologies, to allow an off-site caregiver to monitor and respond to the safety and needs of people living in the community.

When hands-on care is not required, remote support makes it possible for direct care staff to provide care from a remote location, supporting a person's need for greater independence while reducing costs and stretching the funds that pay for services.

Remote support is a Medicaid service ([OAC 5123: 2-9-35](#)). All Medicaid waivers cover the cost and maintenance of equipment that is used for remote support service delivery.



## Technology Solutions

- Cooking safety
- Overnight support
- Medication adherence
- Fall detection
- Visitor monitoring

## How to Start Using Remote Support



Have a conversation to identify why a person with a developmental disability uses direct care staff and if their health and safety needs can be met remotely.



Have a team meeting where the person accessing services, their providers, and service and support administrator can talk about which needs might be met remotely, for what hours, and how backup support will be provided.



If the person chooses remote support, the provider that will act as a backup to those supports will be the one to choose the vendor for the technology and equipment needed. If the backup support is unpaid, natural supports like family or neighbors, the person, or their guardian will choose the vendor.



The service and support administrator works with the team to amend the individual service plan, or ISP, to include detailed protocols for the new remote support.



An ISP that includes remote support should detail backup support contact information and what to do if the person wants to turn off remote support equipment.

## Saving Costs



Remote support can be one way to stretch waiver dollars to free up funds for other services

## Ohio Technology Project

A collaboration between DODD and Ohio State University Nisonger Center aimed at examining the role technology plays in the lives of people with developmental disabilities and their families