

Telehealth Expansion

COVID-19

Considerations for providing DSPD support services remotely--through telehealth--during the COVID-19 pandemic:

- The person's team should assess whether telehealth support is sufficient to ensure the person's health, safety, and welfare.
- Appropriate for ADL or IADL support which only requires verbal prompting.
- Should be provided in real-time not through a video or audio recording.
- Should be purposeful and focused on achieving a specific task.
- Should have an individualized back-up plan. Providers should have an individualized plan to quickly provide in-person support (i.e., staff or natural supports), when telehealth is not meeting the person's needs.
- Effectiveness of supports should be monitored by Support Coordinators. Notify the provider, within a reasonable time, if telehealth is not meeting the person's needs. Include documentation of concerns in a log note as soon as possible. Follow-up with the provider to make sure that either staff or natural supports have made an in-person visit. The person's team should conduct a re-evaluation of telehealth--at least every two weeks--to determine what is and isn't working.
- Should conform to the DSPD privacy rule R539-3-7.

Service providers should use either a HIPAA compliant telehealth product or a non-public facing video communication product to meet face-to-face requirements unless the person does not have video capabilities. See the general Telehealth information for more details in the [DHS Provider COVID-19 FAQ](#)

Use of telehealth does not change billing practices for the service. No direct care services may be billed at the same time as any other direct care service whether the service is provided in-person or through telehealth.

What services can use telehealth?

- Case management (SCE)
- Companion Services (COM, CO1)
- Personal Assistance (PAC, PA1)
- Supported Living (SLN, SLH, SL1)
- Supported employment (SEI, SEC, SEE)
- Day support

How to use telehealth for Supported Living?

Consider the social and environmental changes needed because of COVID-19, including, but not limited to the following:

- More support may be needed for grocery shopping in the current environment than the person would typically need. Consider the options of grocery delivery or pick-up services. Consider the needs of the person and recognize that telehealth may not be adequate for shopping support.
- Ensure increased cleaning and sanitizing needs are met. Increased support for cleaning and handwashing may need to be done in-person rather than through telehealth unless verbal prompts will be effective.

How to use telehealth for employment support?

For employment support, telehealth can be adopted when it is appropriate to meet the person's individualized needs. The employer must approve the use of remote job coaching. As part of telehealth, the employer must be comfortable that the person has a cell phone or other device available to receive job coaching via telehealth. Prompting and re-direction must be shown to be effective via telehealth for this option to continue.

How to use telehealth for Day Support?

There may be circumstances where an individual benefits from using telehealth. Day Supports may be eligible for telehealth in unique circumstances approved by DSPD. Use of telehealth for day support should be based on a person-centered assessment of whether remote support is sufficient to ensure the person's health, safety, and welfare. Also consider the social and environmental changes needed because of COVID-19. The individual and their support team must decide that a day service will support the individual's needs, the service provided fits within the service description for the day service code being billed, the individual being served does not require additional paid staff in order to participate in telehealth, and the individual can actively engage in telehealth supports. Send any proposals that meet the above criteria to dspdinfo@utah.gov to seek approval.